INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI
(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)
Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024, Tamil Nadu
Phone: 0431-2505121/5122 | E-Mail: purchase@iimtrichy.ac.in

REQUEST FOR PROPOSAL FOR THE DESIGN, DEVELOPMENT, CUSTOMIZATION AND MAINTENANCE OF THE NEW WEBSITE OF IIM TIRUCHIRAPPALLI

RFP No. 24SP079T dated 26.06.2024

Details	Date	Time	Venue
Name of Work/ Service	*Design, Development, Customization and Maintenance of the New Website of IIM Tiruchirappalli*		
Date of issue of RFP Document	26.06.2024	18.15 Hrs. onwards	-
Pre-bid Meeting	04.07.2024	11.00 Hrs.	Deans Office Meeting Room, Administrative Block, IIM Tiruchirappalli.
Last date of Submission of RFPs	17.07.2024	17.00 Hrs.	-
Opening of Technical Bid	18.07.2024	11.00 Hrs.	-
Technical Evaluation (Presentation and Demonstration)	24.07.2024	11.00 Hrs.	*Tentative. The exact date and Time will be communicated later.*
Opening of Price Bid	*To be informed later*		-
RFP Document	The RFP document can be downloaded from the IIM Tiruchirappalli website: https://www.iimtrichy.ac.in/tender-published.		
EMD Amount *(Refundable to unsuccessful bidders)*	EMD Amount **Rs. 1,20,000/-** to be remitted in the below IIM Tiruchirappalli Bank Account through online mode. **Bank Account Details** **Name of the Beneficiary:** IIM Tiruchirappalli **Bank Name:** State Bank of India **SB A/c. No:** 32170808935 **IFSC Code:** SBIN0071187		
Copies of payment transaction receipts for EMD have to be attached to the application form, without which the bid won't be considered. The payment of EMD is exempted for MSME Bidders. Bidders claiming exemption should attach the necessary document proof, which should be attached to the RFP document.			
SD Amount	**5% of the Work Order Value** to be remitted by the successful Bidder to IIM Tiruchirappalli as SD. The SD amount will have to be remitted to IIM Tiruchirappalli within five working days, along with the letter of acceptance from the receipt of the Provisional Work Order, failing which the Provisional Work Order will stand cancelled.		
Address for submission of RFP	The Chief Administrative Officer (i/c) Indian Institute of Management Tiruchirappalli Trichy - Pudukkottai Main Road Trichy - 620 024.		
Mode of Submission of RFP	Speed Post/Registered Post/Courier or Hand delivery – during office hours (9.30 to 17.00 hrs) only (To be submitted at Dispatch Section of IIM Tiruchirappalli @ Administrative Wing – 2nd Floor and obtain acknowledgement).		

Signature of the Bidder with seal

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NOTICE INVITING REQUEST FOR PROPOSAL

OVER VIEW

1. The Indian Institute of Management Tiruchirappalli (IIM Tiruchirappalli) is an Institute of National Importance and more details are available on our website http://www.iimtrichy.ac.in.

2. IIM Tiruchirappalli invites Requests for Proposal (RFP) from experienced *Companies/firms/Agencies for the Design, Development, Customization and Maintenance of the New Website of IIM Tiruchirappalli.*

Service Description	Estimated Value (Excluding GST)	Interest-free Performance Security Deposit
Design, Development, Customization and Maintenance of the New Website of IIM Tiruchirappalli	Rs. 24,00,000/-	5% of the Work Order value
Maintenance of the above Website for a period of Four more years		

*Any reference to RFP should be read as Request For Proposal.

IIM TIRUCHIRAPPALLI'S WEBSITE REQUIREMENTS

A) DESIGN, DEVELOPMENT AND MAINTENANCE:
1) Crafting Design Solutions:

Professional Design of the website should *load quickly, navigation friendly and a pleasure to look at*. Following points have to be taken into consideration when designing and developing the website of IIM Tiruchirappalli:

i. Conduct thorough research and analysis of the target audience, market trends, and competition before starting the design process and understand IIM Tiruchirappalli's requirements.

ii. Develop a user-centric design that is visually appealing, easy to navigate, and optimized for different devices and screen sizes.

iii. Use best practices for web design, such as clear calls-to-action, easy-to-read typography, and high-quality images and videos.

iv. Test the design on different devices and browsers to ensure compatibility and responsiveness.

v. Continuously improve the design based on user feedback and analytics.

vi. The website should fully comply with the Guidelines for Indian Government Websites (GIGW) [Refer https://guidelines.india.gov.in/] and disability-friendly features to be incorporated.

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vii.   Mandatory links to important government websites/portals like the MoE website should be provided on the homepage.

viii. The current/ future trends in *web designing* (which could make an impact in the upcoming years) should be anticipated and incorporated.

ix.   All the required forms to be incorporated for the online submission of applications for FDP, MDP, Certificate verification, etc.

2) Crafting Design Solution:

i.   Conduct thorough research and analysis of the target audience, market trends, and competition before starting the design process and understand the requirements of IIM Tiruchirappalli.

ii.   Develop a user-centric design that is visually appealing, easy to navigate, and optimized for different devices and screen sizes.

iii. Use best practices for web design, such as clear calls-to-action, easy-to-read typography, and high-quality images and videos.

iv.   Test the design on different devices and browsers to ensure compatibility and responsiveness.

v.   Continuously improve the design based on user feedback and analytics.

3) Development Methodology:

i.   Use a Content Management System (CMS) such as Drupal or custom CMS to build the front-end of the website. (Currently we are using Drupal for the Website)

ii.   Develop clean and maintainable code that adheres to web standards and accessibility guidelines.

iii. Optimize the website for search engines by using appropriate keywords, meta descriptions, and structured data markup.

iv.   Ensure that the website is fast, secure, and scalable by using best practices for performance optimization and security.

v.   Test the website thoroughly before launch to ensure that it is free of bugs and errors.

4) Hosting Process:

i.   IIMT will provide a reliable and secure web hosting provider that offers features such as uptime guarantees, backups, and security measures.

ii.   The successful bidder can ensure that the hosting plan meets the website's needs in terms of storage, bandwidth, and server resources. They could also recommend for any upgradation as and when needed.

iii. Shall use a Content Delivery Network (CDN) to improve website performance and reduce latency for users in different geographic locations.

iv.   Monitor the website's uptime and performance and address any issues promptly.

5) Maintenance:

i.   IIMT will regularly update the website's routine content. However, the successful bidder shall periodically improve the design, and functionality to keep it fresh and relevant.

ii.   Should monitor the website's analytics and user feedback to identify areas for improvement.

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iii. Backup the website regularly to ensure that data is not lost in case of a security breach or hardware failure. Should ensure that auto backup is happening promptly.

iv. Perform regular maintenance tasks such as updating plugins and software, optimizing databases, and fixing broken links, upgradation of versions like PHP 8.X, Database, Apache etc. The routine content updates will be handled by IIM Tiruchirappalli via backend administration module.

v. Ensure that the website is secure by using SSL encryption, strong passwords, and other security measures.

vi. The successful bidder should change the homepage design periodically to make the website in line with the design trends.

6) Site Structure:

i. General:

The website should run on all browsers available such as Internet Explorer version 11, Firefox, Chrome, Opera, Safari, latest MS Edge, etc., without any format/alignment issue. It should also be compatible (responsive) with all mobile and tablet browsers/OS. The font and alignment should be uniform in all the pages of the website when push/modify the content through CMS (Text Editor or equivalent). There should be provision for creating administrator accounts (member management module) with necessary privileges for the employees in such a way that the employee can independently edit the content related to their area/department. The website should be mainly in the English language with partially static and partially dynamic page structure. All the sections of the homepage and inner pages should link to Hindi version as well. The Hindi version should be finalized during the content preparation period. The visitors must be able to view the content with ease without any requirement of font download. However, if there is a situation wherein the browser might not support automatic font configuration then proper popup guidelines should be given for font configuration for such users. **The successful bidder should use the latest version of the applications (front end, backend- MySQL, web server tools, etc.) for the development of the website.**

Note: Only the Hindi Language (Content development) should be considered as the scope of work of the vendor. The website will have only English and Hindi. All the modules should have a Hindi version as well which will be decided by IIMT during the development stage.

ii. Content Distribution and interactivity: Content on the Homepage should be distributed so as to grasp the visitor's attention, encourage the exploration of the website, and allow easy access to the most important information & sections on the website. A path through the sublevels to the site's section must be clearly displayed in all the pages.

The design trends/techniques like Interactive 3D Content, Best Website Load Time and Page Speed, Smart Content Load, Personalized Content, Progressive Lead Nurturing Forms, Voice Activated Interfaces, Accessibility and Availability, Interactivity, Organic Shapes, Thumb-Friendly Mobile Navigation, Material Design, Text-Only Images,

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Vintage-Inspired Colors & Typography, Data Visualization, Dark Mode, Blending Photos with Graphical Elements, Frosted Glass Effects etc. need to be included in suitable places of the website to make it visually appealing and dynamic. Incorporation of these features should be included in the presentation (during RFP evaluation) as well.

All the menus and submenus in the present website should be migrated to the new website in a unique, attractive, user-friendly, aesthetically appealing and navigation-friendly manner. However, the grouping of submenus and menus should be modified according to the current trend and renaming to be done wherever needed. The sitemap of the current website along with all the menus and submenus is available on the url: https://www.iimtrichy.ac.in/sitemap. However, all the changes/ renaming/ reshuffling of the menus and submenus (including addition of new menus/submenus) required for IIM Tiruchirappalli needs to be made by the successful bidder. Few of the recent trends are listed above in this section. The vendor has to incorporate the required features in appropriate modules. The recent trends/ features and renaming/ regrouping that are planned to be done by the bidder in the new website shall be presented during the technical presentation and weightage will be given accordingly.

B) BRANDING DOCUMENT PREPARATION

The successful bidder should prepare a branding document for the website within one month before starting the website development process. The branding document should cover all the branding requirements for the website which includes the following:

1. Logo sizes in pixel- minimum size & maximum size for different sections and pages etc.

2. Logo guidelines - dos and don'ts

3. Logo development related: (IIMT has a logo – color and grey scale and all the details of the same will be provided by IIMT). However, the following to be done by the vendor:

    i. The required details about the logo should be published on the website.

    ii. Greyscale logo and logo variations that are to be placed in different locations of the website and portals.

    iii. A high resolution logo should be made in vector format, psd and png format for future use.

    iv. A logo with institute name in Hindi and English to be developed in vector format, psd and png format.

    v. Designing of a logo with text for the interactive designs abd videos.

4. Website fonts- pairing, guidelines, colors, dos and don'ts etc.

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5. Colours - Should be same as the brand colour pallete, guidelines for choosing colors for different sections, pages, modules of the website, etc.

6. Media kit for download during events etc. which includes the presentation template as well.

7. Any other branding exercises for the institute website and related portals.

8. Sections to be shown in the home page of the website should be finalized.

9. Sections that should not be visible in the home page of the website.

10. The home page template should be designed as part of branding.

C) MODULES OF THE WEBSITE AND CONTENT MANAGEMENT SYSTEM.

Either Custom developed CMS (preferably) or Drupal has to be incorporated with the proposed website. If the vendor use a built-in CMS (drupal) then premium paid plugins need to be procured. The same need to be updated periodically to avoid any security threads during the AMC/ support period. Custom developed CMS would be more trouble free and secured. If vendor provides a built in CMS all the required customization should be done according to the requirement. The requirement of the website includes but not limited to the below modules:

1. **Multiple themes for homepage and inner pages:** Should provide facility to change themes (minimum two for the homepage and minimum four for the inner pages) of the website. The color combination of these themes should match each other. Periodically the CMS/ Web administrator would change the theme/ homepage layout for making the website more dynamic. There should be at least two templates for the home page out of which one should be in line with the latest trends and the other should be a conventional type design incorporating the current design trends. However, the vendor should comeup with good ideas and concepts to finalize the homepage designs. There should be at least four templates for the inner pages and a suitable template would be selected by the web admin while creating the pages through CMS/backend. (Single column, 2 columns, different design templates, with background image, etc.). Should also be able to update **seasonal homepage themes** according to the festivals, events and other important celebrations. There should be a provision for enabling the light box or equivalent (as per the recent trends) for the homepage and the same will be enabled from the backend when there is any major event like convocation, admissions, etc., at the institute. The CDN service or equivalent to be used to host the videos in the website.

2. **Administrator privileges for website administrators (Member Management module):** Should be able to assign module wise privileges/roles for the users for the department wise administration and content updations pertaining to the respective departments (Eg: MDP admin, Placement & ER module admin, Programme admins for each programme, Faculty

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members etc.). Multilingual is not required for the admission forms and career module. Admission module, Career module and admin module should be different for different frontend modules. The administrator privilege for the module admins, faculty and officers will be assigned by the super admin. The ICT department would handle the role of the super administrator to configure all the settings related to the website and portals. Super admin should be allowed to make any change in any part of the website. Upto five admin users would join concurrently through the CMS.

3. **Employment -** The existing employment application forms have to be linked for the recruitment of teaching & non-teaching positions. For non-teaching recruitments, there will be a detailed form & a resume upload form and the institute will choose the right form from the backend of the website during the publishing of an advertisement/vacancy. All the forms related to the requirement have already been developed by IIM Tiruchirappalli and linking of these forms along with employment notifications, advertisement, apply online button, submission deadline, etc., should be enabled on the website in an interactive & attractive manner. Apply online button should disappear and the advertisement should be moved to archives after the last date of submission. After the recruitment process, the result will also available on the respective advertisement section.

4. **Dynamic modules to be integrated on the Homepage –** Events (Upcoming & Past), News Updates, Announcements, Upcoming MDPs, Banners, Search, walk through/promotional video, etc. should be arranged on the homepage in an attractive manner. There should be provision for enabling latest highlights on the suitable sections of the homepage and programme landing pages (similar to scroll message). When there are no highlights this section should disappear(hidden).

5. **Officers' profiles and staff listing page –**There should be a separate page for Officers and List of other staff members also need to be published in the respective page of the website. There should be two sections on the same page to list out the permanent and contract employees separately. The login credentials will be auto generated and will be shared automatically during the creation of the profile by the super admin with basic information such as email address, phone number, photograph, etc. which faculty cannot update themselves (to maintain the uniformity of the basic information).

6. **Student profiles and testimonials:** Student profiles of all the programmes shall be published in the respective page and the same should be listed batch-wise using a dropdown. The Privilege should be given to the concerned departments (ie. PGPM, PGPM-HR, DPM, E-DPM & PGPBM - Chennai) to upload (bulk and individual upload) and edit the student details. Refer the Student Profile section in existing IIM Tiruchirappalli website for further clarification.

7. **Board of Governors –** There should be a dynamic module to list the details of the BoG members and the same will be managed via CMS (Add, Edit, Update and delete/inactive /unpublished)

8. **Images and Videos:** Provision to be provided to upload the selected photos and videos related to the events featured in the events section during the publishing of event details and the same should be linked to the gallery (as an album) automatically. Few photos will be uploaded and the remaining photos will be linked with google drive (if needed). The

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exact volume of the Photos & videos is available in the Gallery of the existing website for reference. All the content from the existing gallery should be migrated to the new website.

9. **Menu & Submenu editing:** Provision for adding and editing all the main menus, submenus and footer menus should be integrated in the CMS. We should be able to link either an internal webpage or an external link to the menus & submenus.

10. **Editing of Inner pages:** All the inner pages should be completely editable and provision to show images within the page, to upload files (pdf & images) with buttons & to add hyperlinks on text should be provided. The size of the downloadable files should be publicly shown. The suitable template will be chosen from the four available templates at the time of creation of a new page. The last updated date should be automatically updated on the home page and all the inner pages, especially on the pages pertaining to RTI, RFPs, Recruitment etc.

11. **Tenders**– There should be sections to show the Tender name, Tender number, publishing date, submission deadline, contact details, Tender notifications, and supporting documents (images, and pdf files), link to the e- Tender website, etc. during the publishing of each Tender. After the publishing of the Tender, there should be a provision for the uploading of multiple corrigendum's (after pre bid meeting). There should be pages within the Tender module to show Tender archives and awarded Tender details. In addition, the archives are to be migrated from the existing website as well. The administrative login should be provided to the purchase department to upload the Tenders/ related documents and to manage the entire Tender modules. However, the delete & update features should not be provided to purchase department. For deleting, replacing & updating any content on the Tender module, they should approach the ICT department. Whenever a new Tender is published from the backend, the same should be listed automatically on the announcements section as well. After the last date of the Tender submission, the same should be removed from the announcements section automatically.

12. **Faculty & Research:**

12.1 Faculty profiles

The faculty profiles (A to Z listing) should be designed in most visually *appealing* manner incorporating all the existing tabs/content. Privileges should be provided to the respective faculty members to Add, Edit, Update and delete their profile content. Login credentials should be given to all the faculty members to edit their own profiles. The publications, conference presentations books etc. should be listed in reverse chronological order (date wise).

There should be a page for the area wise listing of faculty members as available in the existing website.

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12.2 Research

a) **Publications:** The research publications (Journal Publication, Cases Studies, Research Papers, Book Chapter, News Articles, Other Publications) should be listed in year wise descending order. Viewers should be able to sort the research papers and publications in terms of year as well as name.

b) **Conference portal menu creation:** We should be able to list the past and upcoming conferences under the research menu. The conference portals will be developed by IIM Tiruchirappalli as and when needed. There should be a system for listing the past and upcoming conferences under the research menu wherein the link will be provided to access the website of the respective conference and the same should be arranged in a visually appealing manner. In addition, a landing page should be created for Daksha to link all the Daksha websites created by IIM Tiruchirappalli so far. Similarly, for any future events planned by the institute, such facilitation is required

All the existing portals currently attached on our current website (approximately 2 portals and 5 static conference websites) need to be migrated to the new website.

13. **Executive Education & Consulting:** EEC department conducts the Customized Executive Programmes (CEPs), Open Enrollment Programmes (OEPs), e-Learning programmes, Faculty Development Programmes (FDPs) and TEQIPs. The course details for all the above programmes would be created and the same has to be listed/published dynamically from the backend CMS. There should be a system for listing the past and upcoming programmes in all the programme modules. The separate calendars (date wise listing) and nomination forms (integrating two payment gateways) have to be developed for all the CEPs, OEPs, LDPs, & FDPs which will be managed through CMS. Calendar listing of e-Learning programs along with brochures should also be provided for all the past and upcoming programmes. Brochure download form should be created according to the requirement. There should be a login for the EEC department to monitor the status of nomination form submissions and the payment details. The EEC department should be able to download the data (nomination forms – excel and PDF, payment details, visitor details etc.) pertaining to each programme separately. There should be a submenu for the consulting activities page and the inner pages have to be developed according to the requirement of the EEC Office. There should be sections for publishing the contact details and social media links under the EEC menu. All the pages and navigation should be designed and developed in an appealing manner. The format of enrolment form is enclosed as Annexure V.

14. **Enquiry forms:** Enquiry / feedback forms should be provided at the landing pages (wherever needed) of the programmes for the prospective students/viewers to submit their queries to the concerned department through email and the details should also be available in excel format through CMS. There should be provision to hide the enquiry/feedback forms pertaining to each program from the backend. There should be pages for publishing the contact details (menu/ button name: connect with us) under each programme and departments like placement/ media relations etc.

To make more clear to the bidders, the landing page of each programme should have an enquiry form with 4 to 5 fields which will be enabled as and when needed. (e.g. When

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admission process is Live). For some programmes, feedback form will be used instead of enquiry form which will pop up during the downloading of brochure.

15. **Online Admission Application Forms –** The institute has already developed online admission application forms for all the programmes. The vendor should incorporate the links of the existing application forms in proper manner along with submission deadline and the same should be visible at the appropriate sections of the frontend from the opening of admissions till the end date for each programme. After the submission deadline, "Admissions Closed" message should appear automatically for a period of two weeks or until the results are declared. For certain programmes, the list of selected candidates will be uploaded from the backend after the completion of admission process. When the admissions are opened from the backend, the same should be listed automatically on the announcements section as well. After the last date of the application submission the same should be removed from the announcements section automatically.

16. **Online Education Verification and Transcript Request:** There should be a one-page form (along with buttons for uploading Degree/diploma certificate, and consolidated grade sheet) for making online request for the verification of graduation certificates issued by IIM Tiruchirappalli. After filling the form, both corporate agencies and individuals have to make an online transaction of Rs. 500/- (two payment gateways have to be integrated) for the final submission. The concerned office (EEC, PGPM, PGPM HR, PGPBM, DPM & EDPM) should receive an email alert during the receipt of each education verification request. An online receipt should go to the applicant & respective programme office via email. The format is enclosed as Annexure VI.

17. **Monitoring and Analytics Tool Integration:** Provision to view online visitors, number of hits to each page of the website, repeat and unique visitors, navigation paths, visitors' countries, integration of all pages with analytical tools, integration of Google analytics etc. should be made and the same should be integrated with the CMS of the website.

18. **Header Image/Video Updation & Light Boxes:** We should be able to change the header image of every page with option of disabling the header image. When we disable the header image from the backend the page should be auto aligned without header image. There should be preferably a sliding banner or equivalent on the landing page of every programmes including PGPM, PGPM-HR, DPM, E-DPM, Executive Education Programme. The Page load light boxes along with effects like parallax scrolling, SVG animations etc. shall also be provided for the landing pages according to the requirement, which would be enabled from the backend as and when needed.

19. **Deletion of old content:** When the pages, images and files are removed/unpublished from the website, thereafter the same should not be visible in any search engines. When we re-upload a file, the old file should be deleted from the server to clear the garbage from the storage space and to detach from the hyperlink of IIM Tiruchirappalli domain.

20. **Connect with us:** "Connect with us" page should be fully interactive and map, barcode, institute's address, grouping of official contact details of activity heads and section offices, Virtual tour etc. to be integrated in an appealing manner. The emails should be hidden on all the contact pages to avoid bulk fetching of emails from our website using *Email* Extractor/data scraping applications. Necessary methodology should be followed to

overcome this issue. The Institute has already developed the virtual tour video and the same has to be integrated on the website in the appropriate pages.

21. **Live streaming portals:** There should be two live streaming portals (one for convocation and the other for all other events) Ref: www.convocation.iimtrichy.ac.in & www.livewebcast.iimtrichy.ac.in. The YouTube link or equivalent for the same will be updated from the backend for "all events portal". Either a Livestreaming server link or a YouTube link will be mapped on the convocation portal. There should be a link on the streaming homepage for downloading the photographs of the event and link to the previous year's video and photos can also be given.

22. **Regrouping/renaming of menus:** The vendor should not replicate the menu arrangements from the existing website of IIM Tiruchirappalli. They should study the trend referring to the world's leading B-Schools and design the menu arrangements/ renaming of menus accordingly in a very attractive, user-friendly and navigation-friendly manner. The following can be considered as an example of rearranging the menus. However, the vendor should apply their skills to rearrange/group the menus and submenus in consultation with IIM Tiruchirappalli officials.

i) **The Institute:** (Main menu)

   About us: Meet our Director, Vision, Mission and Objectives, Accreditation and Membership, Industry Partnerships- Consulting, About Tiruchirappalli.

   History: Genesis, History

   BoG: Photo of the Chairman, Chairman's Message, Photo of the Director, Director's Message, BoG Members.

   Administration: Academic Administration, Organizational Chart, Officers, Staff members, Administrative Calendar.

   Campus: Campus Tour, Infrastructure, Sustainability initiatives, Sports (Gym, Swimming Pool, Indoor Games, Outdoor games), Services (Wellness Centre, Accessibility for DAP)

   Gallery: Year-wise and event-wise photos in reverse chronological order, include the Campus Tour link here as well.

   Get in Touch: Maps and addresses of Tiruchirappalli and Chennai Campus, Chairpersons, Officer, Sections, etc.

ii) **Campus life:**

   Life @ IIMT: Buildings (Administration Block, Academic Block, Hostels, Faculty Housing, Officers' Housing, Staff Housing), Sports (Indoor, Outdoor, Gym & Swimming pool), Services (Health Care, Accessibility Services, Other services)

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Facilities: Learning Resource Centre, ICT (Computing Resources, Audio Visual Facilities), Classrooms (Classrooms, Finance lab, Behavioral lab, Computer Classrooms)
Students: Student profiles, Activities (link to student portal www.students.iimtrichy. ac.in)
Alumni: (Stories, Alumni Portal, Programmes and Events, Event registration form)

iii) **The Employment Page should be modified as follows**

> Working at IIMT (Menu Name)
> Vacancies
>> Current Vacancies
>>> Teaching (Details along with downloads and Apply online button)
>>> Non-Teaching (Details along with downloads and Apply online button)
>> Archives
>>> Teaching (Details along with downloads and result)
>>> Non-Teaching (Details along with downloads and result)
> Apply online
> Benefits and compensations
> FAQ

The above-listed menus, submenus and sections are only for reference and the vendor has to independently design and group the inner pages & sections in proper order considering the significance and relations. The revised menu & submenu arrangements and names have to be presented before the ICT Team of IIM Tiruchirappalli for finalization.

Note: The admin privileges to be given to the HR department for publishing of advertisement, and publishing results under the respective advertisement. However, the delete & update features should not be provided to HR departments. For deleting, replacing & updating any content on the employment advertisement module, they should approach the ICT department. When the employment advertisement is published from the backend, the same should be listed automatically on the announcements section as well. After the last date of the application submission the same should be removed from the announcements section automatically.

23. Additional Pages to be created:

The vendor should create the required additional pages wherever needed to make the website more informative and rich with content. As an example the additional pages required (not limited to) in the new website are given below:

i) **"History Page" should have the following sections**
- o Leadership (Starting from the first director and chairman to current director and chairman)
- o Key start dates of all the programmes (PGPM, PGPMHR, PGPBM, DPM, EDPM, EEC, Online)

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    o   Land accusation and campus development
        View more → Campus Page (infrastructure, campus)
    o   Section for history page

ii) **Institute Publications Page** for publishing Newsletter, Annual report, Hindi Magazine etc...

The major highlights/ recent publications should be shown on this page and when someone click **view all** button of each section/ category it should go to the respective page.

Sections for the Institute Publications page

    Annual Reports
    Newsletters
    Newsletter commemorating 5 years of IIM Tiruchirappalli
    The dream decade - celebrating 10 years of excellence
    Hindi Magazines
    Etc...
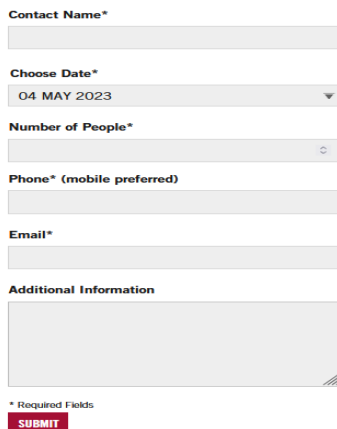
Should be able to download each and every publication of the institute from this page and inner page sections have to be arranged in an attractive manner. Content for the publications can be taken from the below page:

https://www.iimtrichy.ac.in/details-of-information-reduced-in-electronic-form

iii) **Campus Tour (the sections needed in this page are given below)**
    a. Self-guided tour (360º Virtual Tour)
    b. Online tour (Building wise images should be loaded)
    c. Walk through video (Promotional walkthrough video developed by the successful bidder)
    d. In person campus tour and a small form for making online request for the same (Screenshot is given below)

iv) **Sustainability (the sections needed in this page are given below)**

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- Green campus (the vendor should prepare a paragraph about the trees, greenery and beauty of the campus)
- Rain water harvesting (Pond, Naala)
- Section for all the living beings in the campus like fishes, peacocks, other birds, butterflies, water birds and monitor lizards.
- Solar Power plant

v) Social Media Directory

The institute has it's main social media accounts and major departments of the institute has their own social media accounts. The institute social media account highlights should be shown as the first section of social media page under media relations module with auto capturing/ updating facility. Below the highlight section, there should be a directory of all the social media accounts that are given below.

Facebook
Twitter
Instagram
LinkedIn
YouTube

b) Institute:
https://www.facebook.com/IIMTiruchirappalli/
https://twitter.com/IIM_Trichy
https://www.instagram.com/iimtrichy/
https://www.linkedin.com/school/iimtrichy/
https://www.youtube.com/channel/UCXMk9MRdGrNHIK6HN2JeLCQ

c) Executive Education:
https://www.facebook.com/Executive-Education-IIM-Trichy-357829191461075/
https://www.linkedin.com/in/executive-education-iim-trichy-560415177/
https://twitter.com/EducationIim

d) Placement:
https://www.linkedin.com/in/iimtiruchirappalli

e) Chennai Campus:

https://www.linkedin.com/in/iimtrichy-chennaicampus/
https://www.facebook.com/Chennai.IIMTrichy
https://www.instagram.com/iimtrichy_chennaicampus/

f) Alumni:

https://www.linkedin.com/in/iim-trichy-alumni-relations-474867190/

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https://www.instagram.com/alumnirelations_iimt/

vi) New sections under Connect with US:

Address
  Trichy Campus
  Chennai Center
MAP and Directions (3D Maps with google links)
Contact details (section wise)
Campus tour section
How to reach
  By Air
  By Road
  By Train

vii) The footer menus should be grouped under three main tabs that are:

a) Quick links:
  Useful links (Working at IIMT, Tenders, NIRF, Outreach and CSR etc.

  Portals (Alumni Portal, Library portal, Students portal, payment portal)

  Public Info (Public Grievances, Right to information, Internal Complaints Committee, SC/ ST Cell)

b) Policies:

  IIM Act and Rules (under Policies) Reference:

  - Indian Institutes of Management Act, 2017
  - Indian Institutes of Management Rules, 2018
  - Memorandum of Association
  - Indian Institute of Management Rules, Amendment, 2022

  Website polices
  - Privacy Policy
  - Payment Policy
  - Hyperlink Policy

c) Certificate Verification:

Should be linked to the form for certificate verification.

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Important Notes:

1. The content changes on CMS should reflect on the website/pages without manually clearing the cache from the backend. There should be image import & positioning feature and text editing feature at the backend CMS for each and every page of the website. This requirement (#1 to 24) may be revised during the freezing of the SRS document after kickoff meeting. All the requirements from the user departments shall be incorporated in the final SRS document which has to be created by the successful bidder before kickoff meeting. All the web pages of the current website have to be migrated to the new website and additional pages will be included according to the requirement.

2. CMS should have provision for the Addition/edition/deletion of fields in the drop down/equivalent of all the forms is required in the admin panel. There is no learning management system and online approval process required in the admission module. Application should be online and result/status has to be published on the dashboard of the students. The portals like MDP & FDP enrollment forms, certificate verification form etc. should be developed afresh by the vendor. There should be a button which should be arranged in a visually appealing manner to download the list of selected candidates (DPM, EDPM, PGPBM) from the respective programme page as and when needed.

3. For the existing application forms, there should be buttons/links on the respective pages of the website which has to be redirected to the respective portals (Faculty recruitment portal, Non-teaching, DPM &EDPM, PGPBM admission portal, PGPM and PGPM HR admission portal).

4. The cPanel access to the existing website will not be given permanently to the vendors as the institute maintains live recruitment and admissions on the existing server/database. However, development team could download and setup a local web server at their premises for the data migration and testing for which the cPanel access would be given through remote access and the entire download process should be done in the presence of IIMT Officials.

D) OTHER SERVICES TO BE INCORPORATED:

i. **Registration of domain name:**
   The domain (www.iimtrichy.ac.in) has already been registered for IIM Tiruchirappalli.

ii. **Hosting of the website:**
   IIM Tiruchirappalli has a managed dedicated hosting server wherein the website has to be deployed/hosted. The successful bidder should maintain the hosting server (hosted content and the configurations/settings) during the support and AMC period and necessary upgradation, fine tuning, configurations and security settings need to be done/enabled by the successful bidder periodically in coordination with IIM Tiruchirappalli and the hosting service provider to tweak the performance of the server periodically.

Signature of the Bidder with seal

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iii. **Search Engine Optimization (SEO)**

Successful bidder should make sure that the website has been well optimized to get higher rankings in all search engines (Listing to all search engines like Google, yahoo, Bing etc.). Periodical monitoring and fine tuning to be done in this regard. The report on the same to be provided after completion of the work.

iv. **Copyright and Trademarks:**

Successful bidder should hand over all the software (source code) and graphics to IIM Tiruchirappalli for the purpose of copyright and intellectual ownership. On the bottom of every page a link navigating to information page regarding copyright and terms & condition should be available.

v. **Data Migration:**

All the sub portals like conference portals, teaching recruitment portal, subdomain configurations, MX records, CName records, a records etc. need to be migrated from the existing server to the new server for complete transfer of data and settings. The old data like Tender archives, recruitment archives, students' archives, etc. also need to be migrated from the existing database to the new database of the website. The cPanel/access to the managed dedicated server will be temporarily provided to the successful bidder via remote access. The vendor has to download the data to a local machine for migration related work. It is preferred to send your engineer at site during the beginning of the data migration/downloading process. The existing website can be referred to get an approximate size of total data. All the webpages of the new website should be linked/ mapped under the same URL given for each and every page of the current website (E.g.: the current PGPBM page is loading under the URL iimtrichy.ac.in/programmes/pgpbm and the same should be loaded under the same URL of the new website as well). However, proper URL hierarchy should be maintained for all the inner pages as given below:

www.iimtrichy.ac.in > programmes > PGPM, PGPM-HR, PGPBM, DPM,EDPM, etc..
www.iimtrichy.ac.in > programmes > EEC > FDP, MDP, LDP, online etc..
www.iimtrichy.ac.in > Employment > Vacancies > Teaching , Non teaching, etc…
www.iimtrichy.ac.in > Faculty & Research > Faculty > Profiles, Areas & Groups etc…
www.iimtrichy.ac.in > Faculty & Research > Research > publications, () etc…
www.iimtrichy.ac.in > Tenders > Active > Tender number 1, Tender number 2 etc…
www.iimtrichy.ac.in > Tenders > Awarded, Archives etc…

The above format can be finalized in consultation with IIMT officials before the development of the new website.

vi. **OV SSL:**

OV SSL has to be provided for five years from the date of Hosting of the website and the same has to be procured & activated by the successful bidder through SSL providers like VeriSign, comodo/ Sectigo, Thwate, or Global sign for the main domain and all it's

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subdomains. The Open Source SSL is not allowed. The bidder should choose one from the preferred SSL given above.

vii. GIGW compliance and accessibility features:

The site should be GIGW compliant and the vendor should provide a compliance report. No need to get any compliance certificate from any third party. All the GIGW features to be incorporated in the website to make the website comply with the government guidelines. All the Accessibility & Disability friendly features to be incorporated according to the government guidelines.

viii. STQC Certification:

Standardization Testing and Quality Certification (STQC) is a security and quality audit certification. The vendor has to coordinate with STQC to obtain both **Website Security Testing/Audit and Website quality certification (CQW) which** are recognitions that the website complies with the security requirements & the requirements of GIGW and the organization has adequate procedures & processes in place to provide reliable & dependable information and service through their website. IIM Trichy will also provide necessary guidance to the vendor and required documents to STQC for the same. Reference URL https://www.stqc.gov.in and https://www.stqc.gov.in/sites/default/files/WQCS-VIE%20Procedure%20for%20Use%20of%20Services_Certification%20by%20ITTLs_Nov.pdf

The successful vendor has to provide STQC Certification from the concerned government authorities and the expense for the same will be considered as extra work and the same will be released by IIM Tiruchirappalli and the receipt from the government authorities should be produced for releasing the payment. If needed, IIM Tiruchirappalli would release the amount directly to the government authorities. However, the successful bidder has to coordinate with the government authorities for getting the certification. STQC audit should be done immediately after hosting the website. As explained above the expenses that are to be paid to STQC will be released by IIM Tiruchirappalli as additional cost.

ix. Payment Gateways:

Integration of two payment gateways (Currently, the institute has agreement with Kodak & ICICI Bank. Necessary details will be shared and coordination will be done by IIMT) should be done by the successful bidder on the EEC enrollment forms, certificate verification form.

x. E-mail & SMS gateway:

The successful bidder should procure and integrate SMS gateway for five years (10,000 SMS credits per year).

The successful bidder should also integrate the SMTP of google (our cloud email platform i.e. Google workspace) for triggering emails from the institute email address to the users of the website.

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xi. **Detailed Administration manual & SLA**

Administration manual should be created before releasing the first phase payment and a service level agreement (SLA) for five years' support (mentioning all the terms and conditions given in the RFP document) should be executed before releasing the second phase payment.

xii. **Vulnerability and penetration testing:**

The successful bidder has to carry out a vulnerability and penetration test before the hosting of the website live. No need to assign any external agency for the same.

Note: In addition to the deliverables listed above, all the deliverables mentioned in different sections of this RFP like administration of managed dedicated server, etc. should also be considered as deliverables.

xiii. **Onsite manpower related to the website development:**

1. **Preferably the Content developer** should consult each department separately to finalize the content for the new website. The content from the existing website shall be taken as the source content.
2. **Photographer** should visit the campus and he has to independently capture the photos required for all the inner pages of the new website.
3. **Director and Videographer, Drone videographer** should be available in the site for the development of walk through/campus tour video (5 minutes Campus tour video showcasing all the highlights and facilities available in the campus). The video should contain text, animations, special effects, speech etc according to the current trends in the promotional video production.

xiv. **List of employees to be engaged in the project and biodata of these persons:**

Along with the technical bid, the bidders should submit the list of persons who involves in the development of IIM Tiruchirappalli's website due to security reasons. The on roll and off role (as applicable) employees should be mentioned separately. They should also submit the resumes (complete profile with qualification, the details of experience and similar projects/works handled) of the following offsite/onsite employees who involves in the development of IIM Tiruchirappalli's website.

i. Programmers and other team members (Only on roll)
ii. Graphic designers (Only on roll)
iii. Content developer (on roll or off roll)
iv. Photographer –onsite (on roll or off roll)
v. Details of Creative team for promotional Walkthrough - Campus tour video development.

If the profiles of the person are not suitable for handling this project, then their bids will be rejected. A bonafide certificate or salary slip of the on roll employees to be submitted along with the technical bid.

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xv. Other deliverables of website:

A few of the deliverables of website which was not covered in the previous sections are enlisted below, which might be updated, modified by IIM Tiruchirappalli during project implementation, if required.

a) The amount mentioned in the financial/price bid should also include charges for AMC for a period of five years.

b) The migration of entire data and archives from the existing website to new website should be done.

c) The migration of all the settings, records and portals under the subdomains (Maximum 10 nos)

d) The site should include the following navigation strategies:
   i. Menu system as primary navigation method of the site that is always displayed on each page.
   ii. Each section must have a main page where visitors can navigate to the sub items under the sections, but still be able to get back on any of the other main section home pages.
   iii. Overall design concept for the website should be optimized in terms of identity, accessibility, usability and content distribution.
   iv. Separate login for Super Administrator to view online visitors, number of hits to website, repeat and unique visitors, navigation paths, visitor's countries, etc.

xvi. Content/Graphics/Video development:

a) The bidder should have in-house graphic designers and animation experts for developing unique designs, images, edited videos and animations for our website. He should be capable to design banner/header/hero images and videos using the suitable photographs/videos of the events and other campus activities. The campus tour video should be developed by a creative team incorporating all the latest trends in the campus walkthrough/ campus tour/ promotional video production.

b) Promotional Video development: 5 minutes Campus tour video should be deloped by the successful bidder showcasing all the highlights and facilities available in the campus. The vendo should contain text, effects, animations etc. as well. The promotional walkthrough video, 3D content, edited header images, inner page background images of each section etc. have to be presented to IIM Tiruchirappalli officials before integrating the same on the website. If any video content is required as per your design other than walkthrough/Campus tour video, then the same has to be captured by the creative team.

c) The selected vendor should depute a professional content developer within two weeks from the date of receipt of the work order for preparing the content required for the website. The content available on the existing institute website should be taken as the source content. The content developer can develop the content from their office. After

the development of the content, they have to visit IIM Tiruchirappalli and sit with the concerned department to get the content approved before publishing on the new website.

d) Photographs: The bidder should arrange a professional photographer at IIM Tiruchirappalli for taking all the photographs that are required to design the website in a visually appealing manner should be captured by the photographer within 45 days from the date of award of the work order. Before capturing the photographs, the designer should make a list of the required photos for each and every pages of the website. The same has to be edited/processed according to the requirement of the web pages of the respective sections.

xvii. Modifications:

The structure and design might be modified after discussion with the selected bidder in kickoff meeting of the project. If required, it would be modified again at the time of development and also at the time of final presentation. During the period of support (5 Years), the bidder is responsible to make bug fixings and minor modifications on any part of the website as and when required as per the requirement of IIMT. However, the development of new forms and addition of any interactive modules will be considered as additional/extra work (Refer point number xviii, Page No. 23, Section name: Additional Works,).

xviii. Additional works:

During the AMC period, no additional charges will be paid by the Institute for any bug fixing and for incorporating any missing functionality changes that are already given in the RFP/ Final SRS document (E.g. The requirements that are mistreated during the development process/ the real-time customization period, the updations that cannot be done through backend, any label corrections, addition or deletion of any fields in the existing forms/modules etc.). However, for addition of any New forms or interactive modules that has different process than the existing modules, the rate should be quoted as per the BoQ (per person hour for a maximum of 500 person-hours per year) given in the Price Bid of the RFP document. The major structural changes in any part of the website and the development of additional interactive modules and forms will be considered as extra/ additional work and the payment for the same would be released on man-hour basis. The technology upgradation and migration of the applications & data to a new server will also be considered as extra work. The complete replacement (revamping) of any module using entirely different template and design will also be considered as additional work. However, the minor customization on the existing modules/pages will not be considered as extra work. Addition and deletion of fields/columns in the forms also need to be done without extra charges.

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E) **TECHNICAL SPECIFICATIONS:**

i. **Design:**

Website should be developed on open source technology (Front-end & Back-end). Bidder should use CSS3 based **Responsive Web Design** approach or better, Clear and appropriate graphics and W3C compatible coding style while designing the web pages. The website should also be fully complied with GIGW Guidelines (After the development of the website, a detailed report should be submitted along with proof).

ii. **Technology:**

Bidder should provide high-quality and new technology content management solutions for the website. The web site should be designed using HTML 5 or higher Transitional and also adheres to **Web Content Accessibility Guidelines (WCAG)** laid down by the World Wide Web Consortium (W3C) and be social media enabled. Website loading speed optimization and tweaking of server & applications needs to be done by the successful bidder. Back end performance optimization like DB structure, query optimization to be done to enhance user experience in terms of fast load times and good mobile experience. For major functionalities, paid premium plugins to be used for the built-in CMS platforms and proof regarding the same to be provided before releasing the first payment.

iii. **Scalability:**

The website architecture/design should be scalable for future requirements. There would be future requirement to develop microsites for various events of the institute. The website should be capable to integrate the microsites. All the menus, header and footer section should have scope for future additions/updation without any alignment change. If IIMT faces any issue in terms of scalability, then the vendor should correct the same during the support period of 5 years without any extra charges.

iv. **Technical Specifications of the Existing website:**

a) The technology used for the existing website is given below:

Front end – Development Language   : HTML & PHP
Backend – Database   : MySQL
Web Content Management System (CMS)   : Drupal 8
Operating System   : Linux
Web Server   : Apache

It is mandatory that the bidders should use only Drupal web CMS or customized CMS for the new website.

b) Specification of IIM Tiruchirappalli's **managed dedicated server** plan for hosting the new website is given below:

Operating System: AlmaLinux
Storage   : 960 GB SSD.

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Processor	: CPU 8 core Oct X 2 Sockets
Ram	: 32 GB,
Administration	: cPanel for remote administration,
Others	: Anti- malware protection,Firewall protection
Backup space	: 1TB FTP backup

v. **Unique Design:**

The design of the institute website should be **unique in all respect** and in line with the latest trends. It should not be copied from any other website. If the vendor does so at any point of evaluation/development, then their order will be cancelled without any notice/intimation, penalty (amount will be decided by IIMT) will be charged and EMD/performance security will be forfeited. The unique icons and images should be used for the institute website and the same should be created independently by the vendor with required resolutions. The logo of the institute will be provided by the institute and the bidder has to enhance the resolution & necessary Photoshop processing according to the requirement.

Note: The vendor has to use latest version – new, secured, and trouble-free platforms for the front-end and back-end of the proposed website.

All the above requirements are indicative only, and the vendor may be requested to work on the additional requirements as deemed necessary by the institute.

Eligibility Conditions for Bidders

The bidding Agency must fulfil the conditions mentioned in the succeeding paras in order to be eligible for technical evaluation of the bid:

1. The Bidder (s) should be registered with the Goods and Services Tax council for the purpose of Goods & Service Tax (GST). A copy of the GST registration certificate has to be submitted with the RFP document. A copy of the GST Registration Certificate, PAN and Bank account details should be submitted along with the Technical Bid. The names appearing on all these documents and the RFP document should be the same or linked.

2. The Bidder (s) should be registered with the appropriate registration authority and should exist *for not less than five years as of May 31, 2024*. Copy of Certificate of Incorporation or relevant registration certificate should be attached.

3. Bidder(s) should have at least five years' experience in similar work as on May 31, 2024. Relevant documentary proof like work order / Letter of Intent / Agreement must be submitted with technical bid. **Similar work shall mean**: Design, Development, Customizations and Maintenance of Website. Development of web application portals incorporating forms will also be considered as similar work. *Development of ERP, software other than website will not be considered as similar work.* The works executed by the bidder on its own (by their own employees) only will be considered and the works that are executed through subcontract will

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not be accepted. The documents submitted by the bidder should be foolproof, crystal clear, and beyond doubt and satisfying to the institute. The institute has all the rights to reject any bids if found dubious or ambiguous.

4. Copy(ies) of work order(s) showing that the firm has executed the similar work(s) in the l**ast 4 years** and details of current similar works on hand and other contractual commitments shall be provided by the Bidder as on *May 31, 2024* as detailed below:

Option-I: At least one similar work that costs 24 lakhs or above.

OR

Option II: At least two similar work that cost 12 lakhs or above

OR

Option III: At least three similar work that cost 8 lakhs and above, out of which minimum One work should have done for IIM/IIT/NITs.

The bidder should attach copies of the work orders / contracts, which should indicate the scope of work for Design, Development, Customizations and Maintenance of Website along with Technical Bid. The work order(s) executed within the last four years (dated on or before May 31, 2024) to prove the eligibility criteria (between June 01, 2020 and May 31, 2024). The Ongoing Contracts/SLAs also be acceptable irrespective of the date of issue and such documents would be considered on submission of the bonafide certificate from the client. If the bidder choose option II and III then the following are permitted

- All the work orders can be related to the development of the website.
- One of the work orders can be related to branding work and the remaining work orders shall be pertaining to the development of the website.

5. The details of all the similar works and similar contractual commitments with order value >= 15 lakhs that are successfully executed within the past 5 years and other / SLAs should be attached along with the Technical Bid for technical evaluation. The contact details of all these clients should be given in the RFP document.

6. The bidder should enclose the details pertaining to the experience in branding (details of the projects that costs at least Rs. 5 Lakhs). Relevant documentary proof like work order / Letter of Intent / Agreement must be submitted with technical bid. If the bidder doesn't have any experience in the branding, such vendor should depute another agency who has experience in branding and necessary document like work order / Letter of Intent / Agreement for Rs. 5 Lakhs to prove the eligibility of the partnering agency should be provided. If the bidder has executed the branding work as part of website development then the same can also be considered for which necessary evidence to be proivided. The capability will be evaluated during the technical evaluation.

Note: Digital/Social Media marketing will not be considered as branding work.

7. **Turnover Criteria**

a) Average Annual Turnover of the Bidder for the past three consecutive years (2020-21 to 2022-23), should be at least *Rs. 1 Crores*. The year in which no turnover is shown would

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also be considered for working out the average. Copies of duly audited Balance Sheet with Profit & Loss accounts are to be submitted for the last three years as above as per ***Annexure-I (Technical Bid).***

b) Turnover criteria will be waived upto 75% for the MSME and Startups who has executed similar work for any IIMs for a minimum value of Rs. 10 lakhs within the last 4 years as on 31st May 2024.

8. Bidders should be regular in filing Income-Tax returns. A copy of Income tax returns filed and audited accounts statement for the last three financial years (2020-21, 2021-22 & 2022-23) should be submitted along with the Technical Bid.

9. The bidders should not be blacklisted by any department of the Government of India or any State Government and Private organization in the past. There should not be any criminal case registered against the bidding firm or its owners/partners anywhere in India. The Bidder should give self-declaration certificate for acceptance of all terms & conditions of RFP documents. An undertaking to this effect in the Company letter head duly signed by the owner / partner or both to be enclosed, as per ***Annexure-III.***

10. **In addition to the above the following documents to be attached with the Technical Bid:**

   a. Consent leter from the sub-contract vendor for branding (if applicable).
   b. List of work orders along with copies to prove the experience in Branding document preparation as a separate work with order value of 5 lakhs and above during last five years.
   c. The bidder should provide a letter mentioning the url of the sample design (home page, navigation and atleast one inner page) along with technical bid.
   d. List of work orders along with the copies of the work orders pertaining to the designing of website (successfully completed by the bidder) with order value of 10 Lakhs and above during the last 3 years.
   e. The list of employees who are going to involve in the IIMT project along with their detailed profile (Qualification, experience, domain expertise etc) and contact details.
   f. List of Unique features/ideas, Major Technical features & GIGW Compliance features that the bidder is planning to incorporste on IIMT's website.
   g. List of paid plugins along with cost of each plugin (if the bidder is not intending to use custom CMS).
   h. Consent leter from the sub-contract vendor for video development (if applicable).
   i. Execution plan, Schedule of execution, Customization and AMC strategy, escalation matrix & resolution time

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Instructions to Bidders

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1. **Downloading of RFP Document**
   RFP Documents are to be downloaded from the Institute's website https://www.iimtrichy.ac.in/tender-published. No fee is payable.

2. **Earnest Money Deposit**
   a. The bidder(s) should remit an Earnest Money Deposit (EMD) of Rs. 1,20,000/- (Rupees One

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Lakh and Twenty Thousand Rupees only) through online transfer to "IIM TIRUCHIRAPPALLI" as per the bank details provided at ***Page 1***. A copy of the payment transaction receipt has to be attached with the Technical bid, without which the RFP won't be considered for the bidding process.

b. The EMD of the successful bidder will be adjusted against the interest free performance Security Deposit due to be paid. The EMD of the unsuccessful bidders will be released after finalization of the RFP. No interest is payable on the earnest money.

c. Micro and Small Enterprises (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organization or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for all these items only, are exempted from EMD. However, they have to enclose valid self-attested registration certificate(s) along with the RFP to this effect.

d. The bidders who seeks exemption from EMD as per the above clause(iii), if they withdraw or modify their bids during the period of validity, or if they are awarded the Order and they fail to sign the contract, or to submit a performance security before the deadline defined in the Order/bid document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.

3. Relationship Certificate

a. The bidder should give a certificate that none of his/her near relative is working in the units as defined below where he is going to apply for the RFP. In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners and in case of limited company by all the Directors of the company. Due to any breach of these conditions by the company or firm or any other person the RFP will be cancelled, and Bid Security will be forfeited at any stage whenever it is noticed and IIM Tiruchirappalli will not pay any damage to the company or firm or the concerned person.

b. The company or firm or the person will also be debarred for further participation in the concerned unit.

c. The near relatives for this purpose are defined as follows: -
   - Members of a Hindu undivided family,
   - Spouse,
   - The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter-in-law), Daughter(s) and daughter's husband (son-in-law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).

d. The Certificate (Annexure-III) needs to be placed in the Technical bid cover.

4. Amendment to bid document:

a. At any time prior to the date of submission of bids, IIM Tiruchirappalli shall modify the bid document with amendments either on its own or in response to a clarification required by a prospective bidder during the pre-bid meeting.

b. Such amendments shall be notified on IIM Tiruchirappalli website only and these amendments will be binding on all prospective bidders.

   c. The Institute may at its own discretion extend the last date for the receipt of bids.

   d. IIM Tiruchirappalli reserves the right to cancel the RFP without assigning any reason at any stages of evaluation before finalization.

   e. IIM Tiruchirappalli also reserves the right to, at any time and in its absolute discretion the following:

- Accept or reject any or all bids.
- To obtain further clarification or supporting documents during the technical bid evaluation.
- To suspend, discontinue, modify and/or terminate the process at any time.
- To reserves the right to modify/change/delete/add any further terms and conditions prior to issue of Order.

5. **Conditional Bids:**

Conditional bids or Bids based on the process / basic schemes other than mentioned and / or not conforming to the technical specifications / requirements of the Bidding documents will not be considered.

6. **Technical Bid Criteria**

   a. The technical bid shall contain all the relevant information which forms part of the technical bid. The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of solution being proposed by the bidder.

   b. All information should be organized in logically structured form and submitted as technical bid with an index. Bidders should comply with scope of work, eligibility criteria and technical requirements. The detailed formats are attached at ***Annexure-I***. The bidder is to complete the same in all respect and submit accordingly. No deviations are acceptable in Annexure-I.

7. **Price Bid Details**

   a. Price Bid i.e. BoQ given with the RFP to be submitted after filling all relevant information and it should be submitted as per the format available with the RFP failing which the offer will be rejected (renaming or changing the format of BoQ) will not be acceptable.

   b. Price Bid i.e. BoQ given in RFP to be submitted after filling all relevant information. The priced BoQ should be submitted strictly as per the ***Annexure-II,*** failing which the offer will be rejected.

   c. The quantities mentioned in Price Bid are tentative and shall be increased or decreased depending upon the requirements of the Institute.

   d. Bids must be submitted with the rates for all the item(s) of the work involved and any incomplete bid will not be considered.

   e. ***The Rates quoted by the bidder should be inclusive of all charges except GST*** and must hold good till the completion of work and should not be subjected to any escalation. No claim on this account what so ever shall be entertained at any stage including the extended period, if any.

   f. The bidders can send an email to saict@iimtrichy.ac.in (Telephone No 0431-250 5047/5073) and mark a cc to purchase@iimtrichy.ac.in to seek clarification on the specifications/work covered by this RFP, if required.

   g. Vendor should quote rates in the Price Bid (***Annexure-II***) only, bids indicating rates anywhere

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else will be rejected.

8. **Validity of bids and rates**

    a. All the quoted prices would be valid until the completion of the entire contract. No escalation of price whatsoever would be allowed during the period of the Contract, including extended period if any.

    b. The quote shall remain valid and open for acceptance for a period of 90 days from the date of opening of the price bid.

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Procedure for submission of RFP
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a) The RFP document should be downloaded from the IIM Tiruchirappalli website https://www.iimtrichy.ac.in/tender-published

b) The bidder(s) shall not make any changes or amendments in the RFP document as published in the IIM Tiruchirappalli website.

c) All correspondence and documents relating to the RFP shall be written in English.

d) No paper/page shall be detached from the RFP document. No addition or alteration should be made in the RFP document.

e) The RFP document should be filled in legible handwriting/printing/typing without any ambiguity.

f) If any correction is necessary in the information provided by the bidder, the same should be made after scoring out the old entry. In any case, there should not be any over writing. All the corrections should be attested with full signature of the bidder with date.

g) The RFP shall be submitted in *two parts*, viz., Technical Bid and Price Bid. All the pages of the RFP document being submitted must be signed and sequentially numbered by the bidder(s) before submission, as per the procedures and requirements stipulated herein.

h) It is construed that the bidder has read all the terms and conditions before submitting their offer. An undertaking as given in the Annexure-III to the effect of stating that the terms and conditions of the RFP have been read and abided by the RFPer shall be furnished.

i) Bidder should take into account the corrigendum/Addendum published from time to time before submitting the bids.

j) The bidders are cautioned that furnishing of incomplete/ambiguous information, suppression of facts and any alteration of the prescribed RFP format will entail outright rejection of the bid application.

1. **Submission of Bids**

Since this RFP is based on *two bid system*., TWO SEPARATE SEALED ENVELOPES as explained below need to be prepared:

a) **Technical Bid - (Envelope A)**

The following documents are to be furnished by the bidder(s) along with Technical Bid as per the RFP document;

    i. Profile of the Bidder as per Annexure - I

    ii. Application form as per Annexure - III.

    iii. Copy of PAN and GST Registration.

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iv. EMD Payment Slip/ MSME Certificate for EMD exemption.

v. The work order(s) executed within the last four years (dated on or before May 31, 2024) to prove the eligibility criteria (between June 01, 2020 and May 31, 2024).

vi. Copy of constitution or legal status of the bidder service provider / Sole proprietorship /firm agency etc. like Attested copy of deed of partnership, if the firm is a partnership concern. Certificate of Incorporation duly certified in case of Company.

vii. Copy of all the work orders, testimonials/completion/performance certificate from the present and past clients of equivalent order with value 15 lakhs and above executed within the last five years with verifiable contacts need to be attached with the RFP document. This is essential for technical evaluation.

viii. A copy of Income tax returns filed and audited accounts statement for last three financial years (2020-21, 2021-22 & 2022-23).

ix. The Relationship Certificate (Annexure-III) needs to be placed in the Technical bid cover.

x. Duly Signed RFP document and it's all annexures.

xi. All other document mentioned in RFP document, **except Price Bid document**.

xii. The bidders should attach the following mandatory documents for technical evaluation:

   a. Consent leter from the sub-contract vendor for branding (if applicable)

   b. List of work orders along with copies to prove the experience in Branding document preparation as a separate work with order value of 5 lakhs and above during last five years.

   c. The bidder should provide a letter mentioning the url of the sample design (home page, navigation and atleast one inner page) along with technical bid.

   d. List of work orders along with the copies of the work orders pertaining to the designing of website (successfully completed by the bidder) with order value of 10 Lakhs and above during the last 3 years.

   e. The list of employees who are going to involve in the IIMT project along with their detailed profile (Qualification, experience, domain expertise etc) and contact details.

   f. List of Unique features/ideas, Major Technical features & GIGW Compliance features that the bidder is planning to incorporste on IIMT's website.

   g. List of paid plugins along with cost of each plugin (if the bidder is not intending to use custom CMS).

   h. Consent leter from the sub-contract vendor for video development (if applicable).

   i. Execution plan, Schedule of execution, Customization and AMC strategy, escalation matrix & resolution time

The **Technical Bid** Envelope with the aforementioned required enclosures should be in sealed condition and SUPERSCRIBED with the following text: *"Technical Bid for the Design, Development, Customizations and Maintenance of IIM Tiruchirappalli's New Website".*

b) Price Bid - (Envelope B)

   i. **Price bid** (As per Annexure-II duly filled and signed) – Price must be quoted as per the

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format specified, failing which RFP shall be rejected.

ii.   Only duly filled *__Price Bid__* as per *__Annexure-II__* should be put in a separate envelope and the envelope should be in sealed condition. This envelope should be **SUPERSCRIBED** with the following text: *"Price Bid for the Design, Development, Customization and Maintenance of IIM Tiruchirappalli's New Website".*

The *two sealed envelopes* should carry the name and address of the bidder and be placed/kept inside a LARGER Size Master Envelope with the following text **SUPERSCRIBED** on the master envelope:

RFP for the Design, Development, Customization and Maintenance of IIM Tiruchirappalli's New Website

The master envelope containing the two envelopes should be delivered on or before the deadline.

If the Two inner envelopes A (Technical Bid), B (Price Bid) and the one outer envelope (i.e., larger envelope) are not marked as instructed, IIM Tiruchirappalli will assume no responsibility for the misplacement of the envelopes. Any bid received in unsealed condition will be rejected.

The RFP should be submitted either through Registered Post/Speed Post/Courier or delivered to IIM Tiruchirappalli in hand. IIM Tiruchirappalli will not accept any responsibility or grant any relaxation of time for any Postal delay in the submission of RFP.

Pre-Bid Meeting

A Pre-Bid Meeting with the intending bidders will be conducted in person at Deans Office Meeting Room, Administrative Block, IIM Tiruchirappalli on 04.07.2024 at 11.00 Hrs. to clarify doubts that shall arise before submitting the bids.

If the bidders, who are unable to visit IIM Tiruchirappalli in person to attend the pre-bid meeting, can join the meeting through virtual mode.

The bidders need to send the scanned copy of the letter of authorization from their firm (or firms they are representing) to purchase@iimtrichy.ac.in before 15.00 Hrs., on 03.07.2024 to attend the Pre-bid meeting as per the format enclosed vide *__Annexure-IV__*.

The Bidders are requested to mail their doubts/queries to purchase@iimtrichy.ac.in before the pre-bid meeting, i.e. by 15.00 hrs., 03.07.2024, to enable us to clarify the doubts in the pre-bid meeting itself.

Opening of Technical and Price Bid

The master envelope and technical bid will be opened by the Purchase Committee in the presence of the bidders or their authorized representatives through video conferencing mode on 18.07.2024 at 11.00 Hrs. *(Tentatively).*

A maximum of two representatives per bidder shall be authorized and permitted to attend the bid opening. Bidders / Representatives have to send the scanned copy of **letter of authorization from their firm** (or firms they are representing) to *purchase@iimtrichy.ac.in* before attending the Opening of Master envelope & Technical bid meeting on the given date (to be informed later) in the opening of Technical Bid as per the format enclosed vide *__Annexure -IV__*.

Signature of the Bidder with seal

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RFP Evaluation Process

a. Selection of the vendor shall be based on *Quality and Cost Based Selection (QCBS)* under the Rule 192 of the General Financial Rule 2017. The proposals will be evaluated by taking the following factors into consideration:

b. Final selection of the vendor shall be based on *Quality and Cost Based Selection (QCBS)* with *70% weightage for technical* evaluation and *30% weightage for commercial* evaluation.

c. The bidder would be selected on the basis of ranking and evaluation of Technical and Price Bids by a Committee formed by the Institute, and the Committee's decision would be final and binding.

The process of selection of the successful bidder is given below:

Stage 1: Document verification – The Committee shall verify the document submitted by the bidder and firms qualified shall be invited to make a presentation through physical/virtual mode to the Evaluation Committee of IIM Tiruchirappalli. The Bidder(s) who meets all the basic eligibility conditions mentioned in the RFP document, will only be considered to make the presentation to the Evaluation Committee.

Stage 2: Technical Evaluation – Those qualified in Stage-1 shall be invited to make a presentation to the Evaluation Committee on 24.07.2024 from 11.00 Hrs. onwards (tentatively) through virtual/physical mode. The committee will assess the firm as per criteria mentioned in the technical bid.

The bidders are requested to prepare their own technical proposal based on the indicative scope of the work. The technical bid shall contain all the relevant information which forms part of the technical bid. Bidder is free to add any information that can help in assessing technical quality of the solutions proposed and which touches upon the parameters/attributes for technical assessment.

The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of solution being proposed by the bidder. Technical evaluation of the bidder will depend on the information provided herein and the presentation to the committee members. Technical bid score, out of 100 Marks, will be arrived based on the following Parameters:

S. No	Parameters for Technical Evaluation	Total Marks
1	Design/Appearance based on the sample design made by the bidder. The bidder should provide the url of the sample design (home page, navigation and atleast one inner page) along with technical bid. The design/appearance, Structure and Navigation will be evaluated.	25
2	Experience in Branding document preparation as a separate work with order value of 5 lakhs and above during last five years. If the work is done as part of website development, then the respective branding documents to be enclosed.	10
3	Experience & Capability of the bidder in similar works (Designing of website successfully completed by the bidder with order value of 10	10

	Lakhs and above during the last 3 years only will be considered for evaluation.)	
4	The details (Qualification, experience, domain expertise etc) of the employees who are going to involve in the IIMT project. The profile of the employees along with their contact details to be enclosed.	10
5	Unique features/ideas, Major Technical features & GIGW Compliance features	10
6	Customized backend or Paid plugins that are going to be used (Applicable if the vendor is going to use open source CMS). Custom CMS would get full marks.	10
7	Expertise of the vendor in video development, photography, graphic designing, animations etc. (urls of the live videos to be provided.)	10
8	Execution plan, Schedule of execution, Customization and AMC strategy, escalation matrix & resolution time	15
	Total Marks	**100**

The bidder should produce all the above listed parameters and related documents.

The decision taken by the Evaluation Committee on the Technical Evaluation will be final.

At the end of this stage, each firm will have a Technical score (out of 100 Marks) associated with it. Bidders who score less than **60 Marks** in the Technical bid will not be considered for opening the price bid.

Price bids will be opened for the bidders getting a score of **60 and above** in technical bid evaluation. Under QCBS selection process, the **technical proposals** will be allotted a weightage of **70%** while the **financial proposals** will be allotted a weightage of 3**0%**.

Stage 3: Final score (combined score) Technical bid and price bid together will be used to arrive at the highest **techno commercial score (TCS)**. The bidder with the highest **TCS** will be chosen to provide the services covered by this RFP.

The TCS of a bidder with technical score **T** and commercial bid value **C** is calculated using the following formula.

$$TCS = 0.3*C1/C + 0.7*T/T1$$

where **C1** is the lowest commercial score and **T1** is the highest technical score.

The technical score will only be revealed to the bidders just before opening of the commercial bid.

The Bidder securing the highest combined score of **TCS** will be invited for negotiations/discussion, if required, and shall be awarded the contract. In the event of two or more bidders have the same TCS score in the final ranking, the bidder with the highest technical score will be declared as successful bidder.

Any inquiry after submission of the quotation will not be entertained. The decision of IIM Tiruchirappalli will be final and binding to all for interpretation of any ambiguity.

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Opening of Price Bid: The price bids of all the technically eligible bidders will be opened after the technical bid evaluation including all the presentations by the qualified bidders in the presence of technically eligible bidders or their authorized representatives through video conferencing mode. *The date and time for opening of the Price Bid will be informed later*. Bidders/ Representatives have to send the scanned copy of letter of authorization from their firm (or firms they are representing) to *purchase@iimtrichy.ac.in* before attending the price bid meeting on the given date (to be informed later) to participate in the opening of Price Bid as per the format enclosed vide **Annexure-IV**.

The price bids of all the technically eligible bidders will be opened. The date and time for opening of the Price Bid will be informed later.

The Institute reserves the right to accept or reject all the offer including the lowest without assigning any reason.

General Term & Conditions

1) SCHEDULE AND PHASES

a) Software Requirement Study and kickoff meeting:

The successful bidder should submit a detailed project plan document in kickoff meeting of the project which will include but not limited to technical specifications of the website, functional specifications of website, project lifecycle details, workflow, links, navigation, architecture, structure of website and three design options (home page & inner pages), methodology of 24*7 support during the maintenance & support period of 5 years etc.

The successful bidder has to study the entire requirement in consultation with the IIM Tiruchirappalli officials and a detailed presentation of the SRS document should be made before the Web Development / IT Committee of IIM Tiruchirappalli during the kickoff meeting. The presentation has to be made within 30 days from the date of award of the work order. The complete structure, sample designs (inner pages and home page), templates and navigation strategy should also be shown during this presentation. The changes suggest by the members during this presentation need to be incorporated on the revised SRS document. The institute may also conduct discussions with each department individually for the finalization of the SRS document.

b) Phases

The successful bidder should complete all the branding document development works and the complete website development works integrating CMS in two phases as given below:

Phase I: Timeline for the Branding, Design, development and hosting of Website
The timeline for the Phase I is as follows:
  i. Branding document preparation for the website : 2- 3 Weeks
 ii. Mock Design of Main Pages   : 2- 3 Weeks
iii. Design Implementation of Layouts   : 10 – 11 Weeks
 iv. Content Development Strategy, Assets Generations : 2- 3 Weeks
  v. Photography & videography works   : 1 – 2 Weeks

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vi.   Website Testing   : 1 – 2 Weeks
vii. Hosting - 3rd Party Integrations such as Google analytics or any : 1-2 Weeks

The branding document should be prepared in consultation with the officials/ committee of IIM Tiruchirappalli. The website of IIM Tiruchirappalli completed in all respect should be hosted on the dedicated server (production) within six months from the date of issue of work order. The hosting plan/server will be provided by IIM Tiruchirappalli. The L1 vendor should submit the contact details of the development team members and graphic designer to the ICT department of IIM Tiruchirappalli during the kickoff meeting.

The maximum period for completing the development and hosting of the website and CMS (beta version) is **6 months** from the date of issue of the work order. The demonstration and training of the backend administration modules should also be given as part of the first phase. Necessary user/admin manuals should also be submitted to the ICT department before releasing the first phase payment.

Phase II : Real time testing, fine tuning & customization of the website.

Fine tuning, live testing & customization of the website and CMS has to be done as per the requirement of IIM Tiruchirappalli during phase II development period. The period for the Phase II development would be 2 Months from the date of hosting of the beta version of the website. All the bugs have to be fixed during the real-time customization period. After making the portal live, each department will start using this platform for their routine activities and they may make recommendations/suggestions for more refinement of the application which has to be done by the successful bidder during the real-time customization period.

If the bidder does not complete the customization within this two months' period, the Phase II period will be automatically extended until the complete customization and testing of website is over (up to the satisfaction of IIM Tiruchirappalli and its user departments). The AMC period will be counted only from the date of completion of phase II.

2) **Contract period for support & maintenance (5 Years)**
   A service level agreement shall be executed with the successful bidder for the support and maintenance of the website during the five years' period starting **from the date of completion of phase-II**. Vendor is expected to submit severity wise resolution matrix and the changes should be made live within the timelines as per approved effort estimation.

Fixes, minor customization, updates, incorporation of any missing backend functionality etc. during the support and maintenance period of 5 years shall be part of the development cost. The turnaround time should be less than a couple of hours if something has to be fixed on an urgent basis. For feature updates which involve functionality/structural change, the timeline will be 2-3 working days. This applies to both Hindi and English content on the

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website. Website vendor should monitor the web security and website's smooth and uninterrupted operation. The cpanel, FTP and CMS access should be accessible only from the network of IIMT and developers' office/site.

For hosting related issues, the vendor also has to take equal responsibility and the issues have to be resolved in consultation with the hosting service provider as and when needed. If the institute wants to create/map any sub domains, the same would be the responsibility of the successful bidder. The mapping of any site hosted in any third party hosting service provider with the subdomain of IIM Tiruchirappalli should also be taken care by the successful bidder during the support/ AMC period of 5 years. For critical issues that may cause downtime of the website, the vendor has to act quickly without registering the same as a "change request" and without having a time component, as part of the on-going association. Either a telephone call or an email from IIMT shall be sufficient to place a change request during emergency situations. Website vendor should submit a monthly timesheet for the tasks undertaken. Design, technical documents and source code will be the property of IIM Tiruchirappalli. Hence, the vendor is expected to submit all the required documents and copy of the entire software and database post go live and after implementation of each change request.

On the expiry of 5 years' support contract, the data should be handed over to IIM Tiruchirappalli officials. The data should not be available with the vendor (after the contract period) and should not be leaked to any third party. The vendor is also responsible for any such incidents in the next two years after the contract. The institute may extend the contract period for one more year if needed in a mutually agreed cost, terms & conditions.

The vendor should keep the software versions up-to-date and necessary tweaking to be done as and when needed to keep the front end, backend and related tools up-to-date. If needed, the vendor should be willing to move all the applications to a new upgraded hosting server (once in the five years' support period).

3) **Payment Terms:**

   a. No advance payment will be made in any case.
   b. 65% (Sl. No.1-6 in BoQ, Price Bid) will be released after the successful hosting of the website [Phase I].
   c. Documents to be submitted before releasing the first payment (**65% of the amount for** Sl. No.1 in the BoQ, Price Bid):
       i.   Administration manual for CMS interface of the website.
       ii. Letter/ email confirmation from OV SSL service provider/undertaking mentioning the service period (five years) along with specification.
       iii. Proof for SMS gateway service from the service providers for a period of five years.
       iv. Training (online or offline) report on the backend modules along with signoff from the respective departments.

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     v.   List of paid plugins used for the built-in CMS along with proof. The purchase details (payment invoice) of paid plugins to be produced before releasing the payment.

    vi.   All deliverables developed should be handed over in a pen drive.

All the deliverables and documentation on content management should be completed/submitted and training needs to be provided to the concerned Employees of every department of IIM Tiruchirappalli before releasing the first installment (65 %) of the payment.

d. 25% of the amount (Sl. No.1-6 in BoQ, Price Bid) will be released as second installment after the successful completion of real-time customization, testing and fine-tuning of the website and portals [Phase-II].

e. 10% of the amount (Sl. No.1-6 in BoQ, Price Bid) will be released after the successful completion of the first year maintenance and support.

f. The AMC charge for the second year (Sl. No.7 in BoQ, Price Bid) would be released after the successful completion of the second year maintenance and support.

g. The AMC charge for the third year (Sl. No.8 in BoQ, Price Bid) would be released after the successful completion of the third year maintenance and support.

h. The AMC charge for the Fourth year (Sl. No.9 in BoQ, Price Bid) would be released after the successful completion of the fourth year maintenance and support.

i. The AMC charge for the Fifth year (Sl. No.10 in BoQ, Price Bid) would be released after the successful completion of the fifth year maintenance and support.

j. Payment will be released within 25 days' subject to submission of Invoice/Bill with all relevant documents like warranty certificate, etc.

k. TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from Service Provider's bills.

l. Bidders should consider all the costs required for the successful running of Website which are specifically not mentioned in the document. IIM Tiruchirappalli will not be liable to pay any extra cost other than the cost mentioned in the financial bid of the bidder (price bid).

m. All payments (including part payments and the AMC payments) shall be made only upon obtaining the satisfactory completion certificate submitted by the ICT department.

4) Warranty of Quality

    i.   The successful bidder will be responsible for Design, Development, Hosting, Customizations, Testing, support and Maintenance of IIM Tiruchirappalli Website for a Period of **5** (Five) Years.

    ii.   In case, the firm fails to provide the required services within specified delivery period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.

    iii.   If it is observed at any stage that the quality of the work is not satisfactory, the contract/ work order as a whole may be terminated and Security deposit forfeited. Applicable

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penalties would be levied from all the monies payable to the Service Provider on such termination and the balance amount, if any, would be paid. The decision of the competent authority in the matter of penalties, would be final and binding.

5) **Penalty Clause:**

   i. Deficiency/delay in services listed in the broad Scope of Work (including design, development, customization, hosting of the Website in the production environment), will be construed as lapses on the part of the service provider. Such lapses due to service provider will be viewed seriously and penalties will be imposed on the service provider in case of any delay in providing the required services as covered by this RFP within the stipulated date and timings. IIM Tiruchirappalli reserves the right to impose the penalty and the quantum of the penalty will be decided in individual cases and decision of the competent authority at IIM Tiruchirappalli, shall be final and binding.

   ii. In case of failure to carry out the services to the satisfaction of IIM Tiruchirappalli as per the terms and conditions, the Institute will be free to get services done by any other agency at the cost and risk of the service provider.

   iii. If any of the bidders submit any altered, forged documents in their technical bid, the following actions will be taken.

      i. If the Work Order is awarded to the bidder the same will be immediately canceled without any intimation and penalty will be charged.

      ii. The bidder will be blacklisted permanently and the same will be published on the website.

      iii. The issue will be reported to the government authorities and bidding service providers.

      iv. The issue will be reported to the police department for investigation and action.

      v. In addition, all the applicable actions will be taken as per the law of the land.

6) **Forfeiture of Earnest Money:**

The earnest money will be forfeited in the following cases:

   i. Earnest Money is liable to be forfeited and the bid is liable to be rejected, if a bidder withdraws or amends or impairs or derogates from the RFP in any respect within the period of validity and/or after opening the RFP. Such bidders will also be blacklisted.

   ii. When information/certificate/document furnished is found to be false at any stage.

   iii. When the bid documents have been manipulated or altered after they are downloaded from the website.

 Performance Security Details:

   i. The successful bidder will be required to remit an interest free *Performance Security Deposit of 5% of the Work Order* value through online transfer to IIM Tiruchirappalli Bank Account, within ten working days from receipt of the Provisional work order. *The Security Deposit will remain with the Institute until the completion of the Support period of 5 Years and it will be refunded after adjusting applicable deductions along with the final bill payment, if any.*

   ii. *Confirmatory Work Order will be issued to the Successful Bidder on receipt of the*

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Performance Security only.

   iii.   Performance Security will be forfeited if the vendor fails to perform/abide by any of the terms or conditions of the contract.

   iv.   In case, the Vendor fails to provide the required services as covered by this RFP within a specified delivery period, the same items will be obtained from the open market, and the difference of cost, if any, will be recovered from the Performance Security or from the pending   bill(s) of the defaulting firm or from the vendor if the recoverable amount exceeds the Performance Security and there are no pending bills due to be paid to the respective vendor.

7) Termination of Agreement

This contract can be terminated giving 60 days' notice by the Institute. The service provider will be required to give 90 days' notice in writing of their intention to leave or discontinue their service.

Such notice shall specify if all the services or part of the service provided is terminated and the effective date of such termination. Upon receipt of such notice, contractor shall:

   i.   Assist IIM Tiruchirappalli in the maintenance, protection, and disposition of Service in progress, share audit logs/ porting of results, plant, tools, equipment, property, and goods acquired by Contractor or furnished by Contractor under this Contract; and

   ii.   Upon any such termination for convenience, IIM Tiruchirappalli shall have no liability towards contractor for any damages, including loss of anticipated profits. As its sole right and remedy, contractor shall be paid for services already provided and to be provided till the date of the termination.

   iii.   The termination of the Contract shall not relieve the contractor of any obligations and liabilities under the Contract.

   iv.   IIM Tiruchirappalli may, without prejudice to any other remedy for breach of contract, terminate the contract in whole or in parts in the event of the following:

       a. If the Service Provider fails to provide the services as detailed in the RFP within the period (s) specified in the contract or any extension thereof granted by the Institute.

       b. If the Service Provider fails to perform any other obligation(s) under the contract.

       c. If the Service Provider being declared insolvent by the competent Court of Law without any notice.

       d. If the vendor is not cooperating with IIMT officials during the development phase or not following the instructions given in the RFP document, IIM Trichy has the right to cancel the work order at any time during the development process.

8) Intellectual Property Rights:

All deliverables developed by the bidder as part of this project, including but not limited to the coding, the software program and source code, the database structure, the algorithms,

functions, procedures, tables etc., should be handed over to IIM Tiruchirappalli at the time of commissioning of the project and shall become the sole property of IIM Tiruchirappalli on such handover. Such handing over should be done on a **pen-drive** of suitable capacity, each containing all the relevant information and deliverables for the project. Such handing over would also be considered as a prerequisite for releasing the payment for the services of the bidder under the project. On handing over of such deliverables, the bidder shall not have any rights on such deliverables and IIM Tiruchirappalli would have complete control over the intellectual property rights on it including making modification on it, either in-house or through any other party that it deems fit and the bidder will have no claims over it, either against IIM Tiruchirappalli or against such other third party. Also by such handing over, the bidder agrees not to use them in any other project, without express consent from IIM Tiruchirappalli.

All the intellectual property rights over the outcomes of this project including the data, the information, the process, the designed software solution, code, coding customizations, the database structure, the database containing student information, reports generated as outcome of the services etc., with all rights including but not limited to perpetual, unlimited, nonexclusive, irrevocable and royalty-free license to use, modify, transfer, sell, make derivative work, translate, adapt, improve, merge with other information/database/reports, reproduce, disseminate, release or disclose in whole or in part, in any manner, and for any purposes whatsoever, and to have or authorize others to do so shall be vesting with IIM Tiruchirappalli.

The bidder shall not copy, reproduce, alter, modify, create derivative works, or publicly display or privately share any content, including but not limited to the coding, the software program, and the source code, the database structure, the algorithm, information, database, reports generated as outcome of the services etc., which are the outputs of the Services under this contract, unless expressly authorized by IIM Tiruchirappalli.

9) **Data security, Data integrity and Data management during SLA period:**
By the reason of this relationship and service level agreement, the successful bidder shall have access to the confidential Information relating to the Institute, students of the institute (including potential, prospective and admitted), its processes (including administrative, management, financial, etc.) etc., the value of which would be impaired if such information were disclosed. By entering into the contract with IIM Tiruchirappalli, the bidder agrees not to disclose such confidential information to any other person /entity for the benefit of itself or any other person, corporation or business organization, entity or enterprise.

The bidder has to secure, protect and administer all the components of the solution, including but not limited to the front-end (including the user interface, the SAAS, etc.), the back-end (including the database, and the information relating to students, etc.), and the security of the managed dedicated server (hosting) be secured through the best-effort mode available in the industry, including measure like static IP-based restrictions, C-Panel based security measures, access control policies, anti-malware configurations etc.

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10) **Breach of Data Security and Data Privacy and also Penalty for the same**

The bidder shall make best efforts to ensure that the cloud-based server security adopted by it does not breach the data security or has access to the data relating to IIM Tiruchirappalli and it would compensate IIM Tiruchirappalli for any loss in its data during the tenure of this contract and 2 years after the expiry of this contract. The bidder should also setup appropriate privileges, access controls, and configurations, on handing over the project deliverable to IIM Tiruchirappalli.

It would also ensure that it restricts its access to the solution and the data to a maximum of one static IP from the organization and would establish connection to it only with prior written authorization from IIM Tiruchirappalli.

The bidder shall make best efforts to prevent and protect the content of the database and reports generated thereof from unauthorized use or distribution. No exemptions for whatsoever reason, including virus hack, phishing, malware, etc., would be accepted for such breach. The bidder is expected to install due protection / prevention mechanisms including suitable / appropriate firewall and other intrusion prevention mechanisms.

Any failure to fulfill the above mentioned obligations under clauses **(Section 13 & 14)** above would lead to a penalty under the **Personal Data Protection Bill 2018**. In addition, damages to the tune of Rs. 30,000/- (Rupees Thirty Thousand) per instance of breach would be charged as a pre-determined damages. In addition to this, the bidder would have the responsibility of setting the things right quickly for such failure at its own cost and till such time it is restored and secured, it would agree to pay Rupees Twenty Thousand per day as damages to IIM Tiruchirappalli during the delay in the restoration. Such failure would also lead to blacklisting of the vendor from all future projects or Tender/RFPs floated by IIM Tiruchirappalli for a period of 3 years.

11) **SIGNING OF CONTRACT:**

   a. The successful bidder shall be required to execute the Contract Agreement accepting all terms and conditions stipulated herein on a Tamil Nadu State Non-Judicial stamp paper of Rs. 100/- (Rs. one hundred only) within 10 days from issue of the Confirmatory Work Order. In the event of failure on the part of the successful bidder to sign the Contract within the period stipulated above, the Security Deposit shall be forfeited and the acceptance of BID shall be considered as cancelled.

   b. The service provider shall not be allowed to change its name after the award of the contract.

   c. The Bidder shall certify that change in ownership is not anticipated in the proposed period of contract. If such a change is anticipated, the scope and effect thereof shall be defined. IIM Tiruchirappalli shall file a suit against the bidder for breach of this clause requesting damages and / or specific performance remedies therefrom.

12) **Last Payment:** The last payment of the service provider will be cleared only after obtaining clearance of any liabilities pending of Institute.

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13) *The persons to be deputed by the service provider*, being their own employees or otherwise, shall be their sole employees and IIM Tiruchirappalli shall not have any relation whatsoever with the employees of the service provider. He / She will be fully responsible for their acts, conduct, and any other liability.

14) Canvassing in connection with the RFPs is strictly prohibited and RFPs submitted by the RFPers who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the bidder to any officer or staff of IIM Tiruchirappalli shall block his/ her RFP from being considered. Canvassing on the part or on behalf of the bidder will also make his RFP liable to rejection.

15) *Authority of person signing the document:* A person signing the RFP application or any documents forming part of the contract on behalf of another shall be deemed to warranty that he/she has authority to bind such other and if, on enquiry, it appears that the person so signing had no authority to do so, the IIM Tiruchirappalli may without prejudice to other Civil and criminal remedies cancel the contract and held the signatory liable for all cost and damages.

16) In respect of services rendered to IIM Tiruchirappalli, the Service Provider shall be liable for depositing all taxes, levies, cess, etc. to the concerned tax collection authorities from time to time as per existing rules and regulations on the matter.

17) While making payment to the Service Provider, TDS and other statutory deductions will be effected by the Institute.

18) The Income Tax (TDS) shall be deducted at prevailing rate from the bills, as amended from time to time in accordance with the provisions of Income Tax Department, and the relevant certificate to this effect shall be issued by IIM Tiruchirappalli to the Agency.

19) In case, the vendor fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IIM Tiruchirappalli is put to any loss / obligation, monetary or otherwise, IIM Tiruchirappalli shall be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms. This shall be in addition to the right of IIM Tiruchirappalli to initiate penal measures against the Service Provider including the termination of the contract.

20) **Subletting of Work:** The firm/agency should not assign or sublet the work/job or any part of it to any other person or party. The RFP is not transferable. Only one RFP shall be submitted by one bidder.

21) The Bidder should have requisite licenses from appropriate governmental regulatory bodies for operating the services in India, if applicable. (License documents obtained from Government authorities should be attached).

22) Jurisdiction: All disputes arising out of this contract shall be subjected to the Courts at Tiruchirappalli.

23) Force Majeure:

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a. Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its contractual obligations, if the affected party within 15 days of its occurrence informs in a written form the other party.

b. Force Majeure shall mean fire, flood, natural disaster, or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lockouts i.e. beyond the control of either party.

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Annexure – I (Profile of the Bidder)

EMD Transaction/Exemption Eligibility Details	Transaction Ref No: _____ dated: _____ If exempted Provide Valid Certificate Number: _____

S. No.	Required information		Description
1	Name of the / firm /company		
2	Address of the agency / firm /company		
3	Legal status (Individual, proprietary, partnership firm, limited company, etc.)		
4	Authorized Signatory Details	Name	
		Designation	
		Email	
		Phone	
	Details of Contact other than Authorized Signatory	Name	
		Designation	
		Email	
		Phone	
5	Month and Year of commencement business.		
6	Statutory details (Photocopies to be attached):	Registration number of the firm. (as per Shops and establishment act.).	
		PAN No. of the Agency	
		GST No. of the Agency	
7	Has your firm/company ever changed its name any time? If yes, provide the previous name and the reasons there for?		

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8	Have you or your constituent ever left the Contract awarded to you incomplete? If so, give name of the Contract and reasons for not completing the Contract.	
9	Brief details of Litigations, if any, connected with related Work, current or during the last three years, the opposite party and the disputed amount.	
10	Give details of Termination of previous Contract, if any	
11	**Details of bank mandate;**	
	Name of the Beneficiary	
	Name of the Bank	
	Name of the Branch	
	Account No.	
	Type of Account IFSC	
	IFSC Code No.	
12	Total experience (years/ months) Related work in Central Educational Institution/Organization:	

Turnover in the relevant field on contract basis during the last 3 years (from 2020-21 to 2022-23). Please submit documentary evidence i.e. extract of Profit and Loss account, Balance Sheet & Income Tax return filed.

Financial Years	2020-21	2021-22	2022-23
Details of Gross Annual Turnover - (Rs. in Lac)			
Average Turnover in last three years	INR_____in Lakhs		

Annexure – I (Continued)

List of present and past clients in the following format. The information provided will facilitate evaluation of Technical Bid *(Please use separate sheet if required without changing the format).* Please attach client certificate and work orders etc., clearly giving period of contact.

Sr. No.	Name of the organization with complete postal address	Details of work and period for which the contract was awarded	Work order Value INR	Name and designation of the client (contact person) with Tel. / Mobile No (s) and Email ID
1				
2				
3				
4				
5				
6				
7				
8				
9				

Signature of the Bidder with seal

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Annexure – II (PRICE BID (BoQ)

SI. NO	Description of Items	Units/Year	Amount (Rs.)
1	Design, Development, Hosting, Testing, Customizations and First year's Maintenance for the institute's new Website as per the scope of work coveryed by this RFP.	**Development and Hosting along with first year's maintenance**	
2	Development of promotional walk through/campus tour video	**Works associated with the development of the website**	
3	OV SSL Integration for five Years	**Works associated with the development of the website**	
4	Email and SMS Gateway services for five years (10,000 sms credits per year)	**Works associated with the development of the website**	
5	Paid plugins for CMS (Mandatory if the vendor is not using customised CMS/Backend)	**Works associated with the development of the website**	
6	Any other expenses pertaining to the requirements and clauses mentioned in the RFP	**Works associated with the development and hosting of the website**	
7	Maintenance of website as per the scope of work covered by this RFP.	**Second year**	
8	Maintenance of website as per the scope of work covered by this RFP.	**Third year**	
9	Maintenance of website as per the scope of work covered by this RFP.	**Fourth Year**	
10	Maintenance of website as per the scope of work covered by this RFP.	**Fifth Year**	
11	**Per Person hour for 500 Person Hours per year** (As detailed in point number xviii, Page No. 23, Section name: Additional Works).		
	Man Hour Cost:_____X 500 Hrs		
Total Amount Excluding GST			

ANNEXURE – III: SUBMISSION OF RFP DOCUMENT

The Chief Administrative Officer (i/c),   Date:

Indian Institute of Management Tiruchirappalli,

Trichy-Pudukkottai Main Road,

Chinna Sooriyur Village,

Tiruchirappalli 620 024.

Subject: "RFP for Design, Development, Customizations and Maintenance of IIM Tiruchirappalli's New Website"

Reference: RFP Notice published in IIM Tiruchirappalli website. - *RFP No:* **24SP079T dated: 26.06.2024**

Dear Sir,

With reference to the RFP notice published in above mentioned website, I / We hereby submit my/ our RFP in a required format. I / We have carefully gone through the terms and conditions and prescribed given and I / We accept the same without any alterations / modifications.

It is certified that I,_____ (name of the person) S/o   Shri_____ r/o _____

a)   am   authorized   to   sign   this   document   on   behalf   of   M/s. _____ (the name of the firm / company which is bidding in this RFP) and that our firm / company have never been blacklisted by any of the Government Organization / Agencies in the past and there is no criminal case registered against our firm / company or its owner / partners anywhere in India.

b)   hereby certify that none of my relative (s) as defined in the RFP document is / are employed in IIM Tiruchirappalli as per details given in RFP document. In case at any stage, it is found that the information given by me is false / incorrect, IIM Tiruchirappalli shall have the absolute right to take any action as deemed fit / without any prior intimation to me.

c)   further declare that:

1.   All the statements made in this application are true, complete and correct to the best of my knowledge and belief. I understand that if at any stage, it is found that any information given in this application is false/ incorrect or that our Agency does not satisfy the eligibility criteria, our candidature is liable to be cancelled/ terminated.

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2. I understand that the decision taken by the IIM Tiruchirappalli is final and binding in all matters.
3. I hereby agree to work as per the terms and conditions stipulated by IIM Tiruchirappalli.
4. I understand that the IIM Tiruchirappalli reserves the right to accept or reject and to cancel the RFP and reject all bids at any time prior to the award of the contract, without detailing any specified reasons whatsoever

Place: _____

Signature_____

Name _____

Date: _____

Designation: _____

Seal of agency / Firm / Company

ANNEXURE – IV: LETTER OF AUTHORISATION

LETTER OF AUTHORISATION FOR ATTENDING PRE-BID/PRICE BID OPENING MEETING (in bidder's letterhead)

To

The CAO (i/c)

IIM Tiruchirappalli

Pudukkottai Main Road,

Chinna Sooriyur Village,

Tiruchirappalli - 620 024

Subject: Authorization for attending Pre Bid/Technical Evaluation cum Presentation/Price Bid Opening Meeting on ………………………….. (date) in the "***RFP for Design, Development, Customizations and Maintenance of IIM Tiruchirappalli's New Website"***.

Following persons are hereby authorized to attend the Pre Bid for the RFP mentioned above on behalf of. ………………………………………………(Bidder) in order of preference given below.

Order of preference	Name	Designation	Contact No	Specimen Signatures
I				
II				

Alternate Representative

<div align="right">

Signatures of Bidder

or

Officer authorized to
sign the bid Documents
on behalf of the Bidder.

</div>

<u>Notes:</u>

1. Maximum of **two representatives** will be permitted to attend Pre Bid Meeting / bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not recovered.

Signature of the Bidder with seal

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CHECKLIST FOR DOCUMENTS TO BE ATTACHED WITH THE RFP

Sl. No	Covers	Details	Remarks	Tick (√)
1	(Cover 1)	All the documents and Annexures, except Price Bid document.		
2	(Cover 2)	Only Price Bid documents as per the Annexure-II		
3		Whether GST Registration Certificate is enclosed.		
4		Whether PAN is enclosed.		
5		Whether duly filled in Technical Bid documents (i.e., Annexure-I to the RFP document) along with all the related enclosures have been enclosed with the RFP: i. Registration/ Incorporation details of the bidding firm/Agency/ Company ii. Documents in support of Legal Status of the Bidder. Copy of Registered Partnership Deed or Articles / Memorandum of Association in the case of partnership firm or Private Limited Company. iii. Authorization / Power of attorney for signing the RFP document iv. Audited Annual Accounts, Income Tax Return and assessment orders for the last three consecutive financial years i.e., 2020-21 to 2022-23 v. The work order(s) executed within the last four years (dated on or before May 31, 2024) to prove the eligibility criteria (between June 01, 2020 to May 31, 2024). vi. Details of ongoing contracts in the prescribed format along with proof with verifiable contacts. vii. All other information/ details/ supporting documents/proof given in the RFP documents. viii. Signed RFP document.		
6		Copy of all the work orders, testimonials/completion/performance certificate from the present and past clients of equivalent order with value 15 lakhs and above executed within the last five years with verifiable contacts need to be attached with the RFP document. This is essential for technical evaluation.		
7		Whether Technical Bid documents as per ***Annexure-I*** of the RFP document is submitted.		
8		Whether Undertaking, Near Relative Certificate and Declarion as per ***Annexure-III*** to the effect that the Bidder had never been blacklisted by any of the Government Organization / Agencies is submitted.		
9		Whether Technical Bid documents and all the required enclosures to the Technical Bid are serially numbered and over writing/ erasures, if any, in the technical bid duly been signed and endorsed with seal?		
10		Whether an **Index or Table of Content** of all enclosures to the Technical bid has been prepared and attached with the Technical bid, to facilitate quick reference?		
11		Whether RFP documents have been signed with seal in all the pages by the Bidder.		

Signature of the Bidder with seal

**List of Enclosures**

Draft Format for the following Forms are enclosed:

a) EEC Nomination Form (FDM & MDP) – Annexure V
b) Certificate Verification Form – Annexure - VI

FDP & MDP Nomination Forms

1. **Overall Requirement:**
   - The nomination form for the faculty development program (FDP) and Management development programme (MDP) should be develop by the successful bidder in the user friendly and aesthetically attractive manner.
   - Two payment gateways need to be integrated for online fee payment (ICICI, Kotak)
   - There should be a separate login for the EEC department to monitor the status of nomination form submissions. The EEC department should be able to download the data (nomination forms – excel and PDF, payment details, visitor details etc.) pertaining to each programme separately.
   - Programme details along with introduction, date of the programme (from, to date), last date for submission, programme directors and Fee details (Buttons: Apply online integrating online payment, Brochure Download) should appear in the landing page of the programme.
   - There should be two types of login that is, login for individuals and login for companies. The format for the individual application is given below.

2. **Current landing page design on the existing website for the FDP & MDP programme is given below for reference**
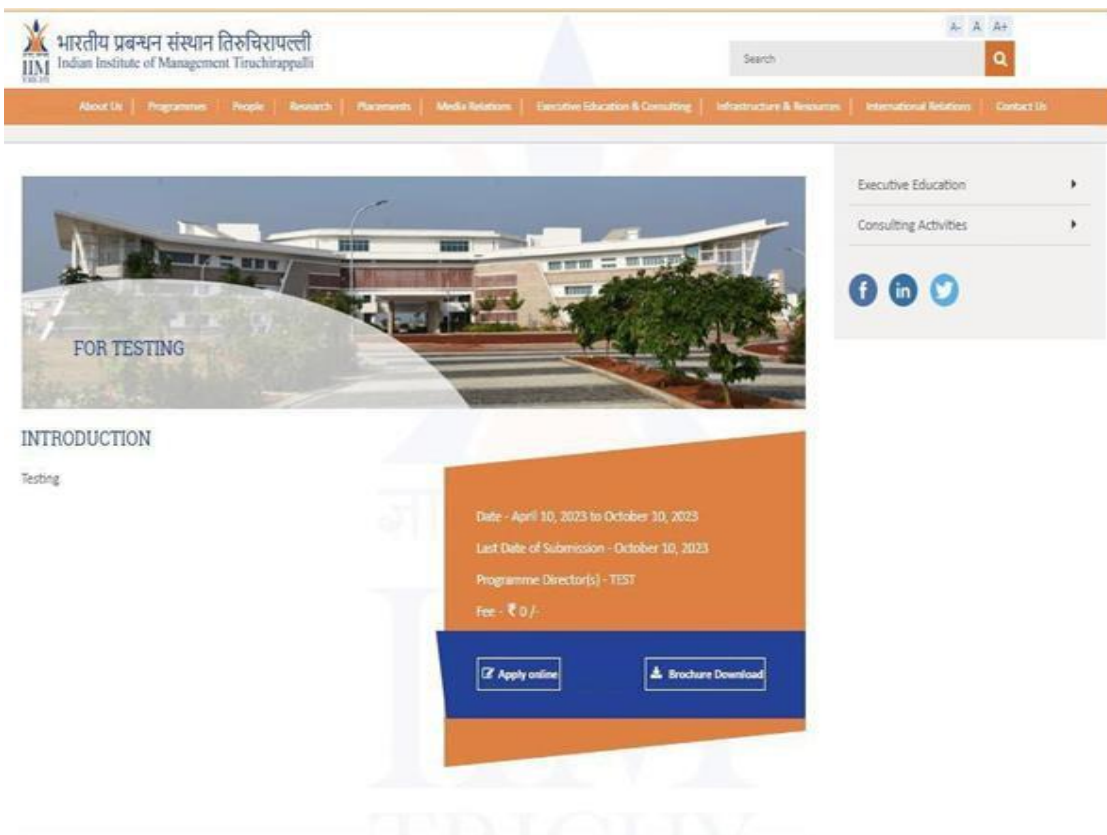
3. Nomination Form Template:

a. Candidate Registration:

The Candidate who want to apply the programme should first fill the registration form as per the below format.
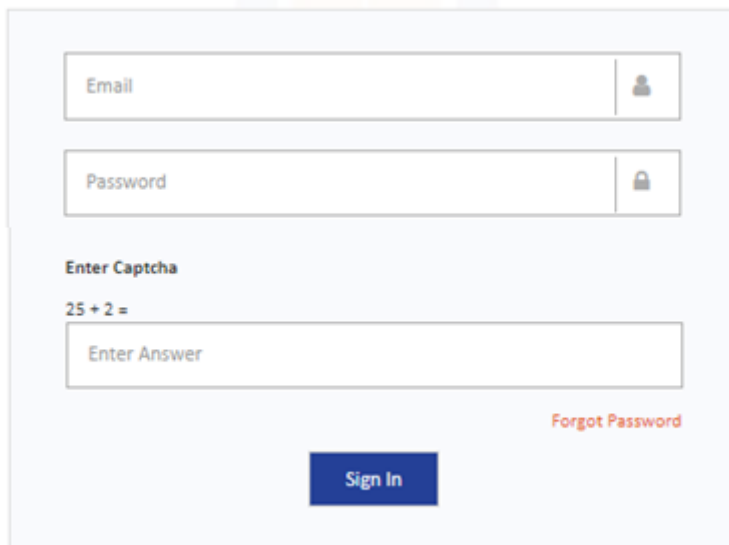
After the registration, the candidates should receive the details through the email from the institute mail id.

Username: Email id

Password: xxxxxxxx

After registration, the candidate should be allowed to login to the nomination form for submission
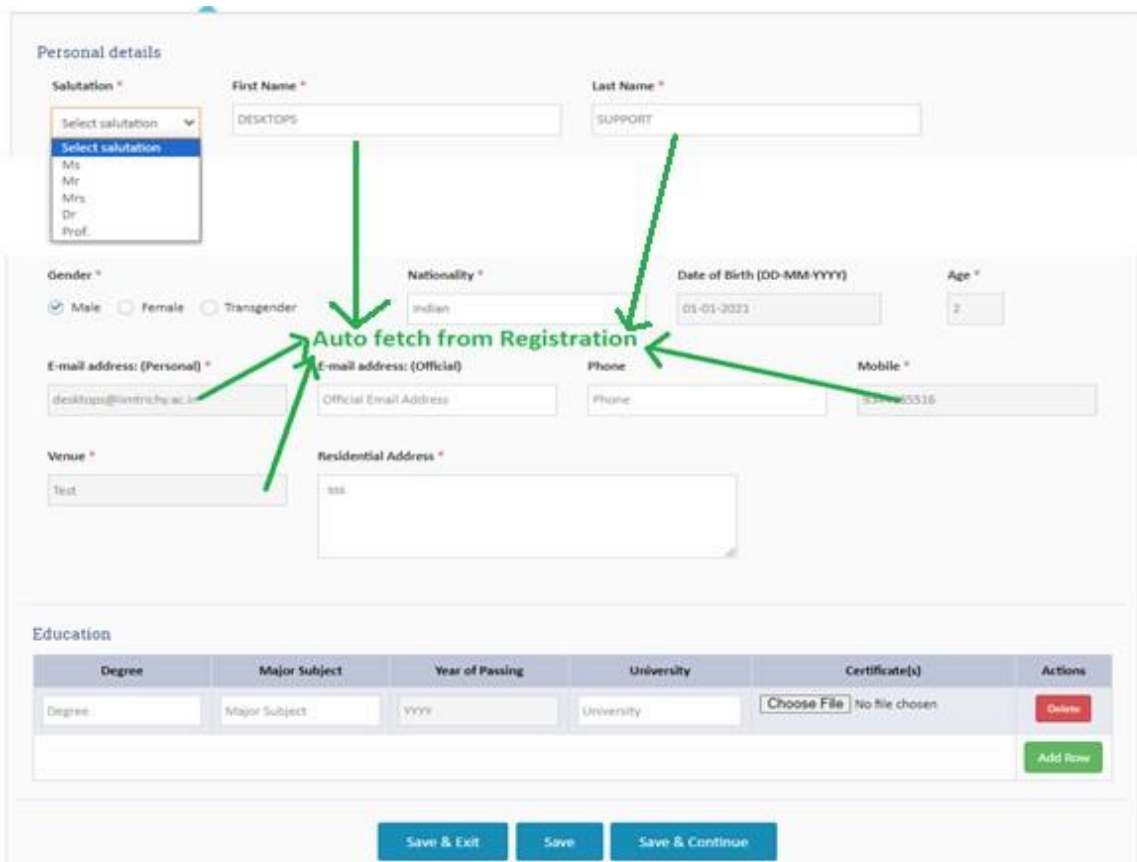
b. Login for registered candidates:

c. Personal Details: A single page form for entering the personal information's, qualification and experience etc.…

i. Current Work Experience: *

ii. Sponsor Details: (Non-Mandatory)

Note: if the candidate selects self-sponsor option button then, the fields will not be visible.

iii. How did you come to know about this programme*

> IIMT Website
> Social Media (Dropdown)
>> Facebook
>> LinkedIn
>> Instagram

Note: Should be able to add/edit values from the backend as and when needed.

Online payment button

After filling of the nomination form the payment interface should be loaded for the candidate to make online payment of the course fee. The amount should be automatically and two payment gateways to be integrated. After successful payment, a preview page should be loaded along with all the details entered by the candidate in the nomination form and the payment details. The payment details and the nomination form should be available in the backend in pdf (individually & programme wise) & excel format. In addition, programme wise Bulk download of pdf applications in zipped format should also be available.

At the bottom of the preview page, the following modules should be available. The candidate will verify the entire preview form before clicking the final submit button. If the candidate want to edit any content after preview there should be necessary provision for the same. There should be a captcha on the final submission page for security reason. The current date should be fetched automatically.

Date of Submission (Auto fetch)

Declaration: (Check Box) All the details filled above are true and to the best of my knowledge. This information can be used by the institute for academic purpose only *

Final Submit button

Important Notes:

The above detailed form is for the individuals to submit their applications. In addition to the same, there should be an application interface for the companies to submit multiple applications together (for many candidates). The successful vendor should design the same in consultation with the EEC department in a user-friendly manner.

After successful completion, an acknowledgement should go to the candidate's email and concerned department should receive an email along with the submitted nomination form. In addition, the admin/ EEC department should be able to download the form and completed nomination forms from the backend as well.

Desired Backend provisions:

1. To add/delete, modify, publish/ unpublish the new programme from the backend.
2. To view and download the list of received applications from the backend (Excel & PDF format)
3. To send auto reminders for the incomplete applicants
4. To trigger reset password email from the backend for specific candidates
5. To change the status from complete to incomplete when there is request from the candidates to modify/ correct any the information in the submitted application.
6. To view the incomplete and completed application separately.
7. To search the candidates using input parameters like name, submission date (particular date, from to dates), programme, mobile number, email etc…

Certificate Verification Form

Name of the applicant*

(Dropdown)

        Self
        Employer
        WES

If "Employer" is selected, the following should appear

Name of the employer*

Name of the candidate*

Register Number*

Select Programme*

(Dropdown)

        PGPM
        PGPMHR
        PGPBM   Will be entered from the backend
        DPM
        EDPM
        EEC

If "EEC" Programme is selected

Select the Respective Course*

(Dropdown)

PGCBM
PGCBAM
FEFM
PGCSHRM
EGMP
EPLCM   —   Will be entered from the backend
PGCSCM
PGCSM
PGCMMA
PGCBA
Others

If other please specify*

[   ]

Graduation Year*

(Dropdown)

    2013
    2014
    ….
    2023

Mobile No*

[   ]

Email id*

[   ]

Verification agency wants to get the verification report/letter through courier (Courier charges applicable) *

◉ Yes   ◯ No

If "YES" is selected (Courier charge will be automatically included in the below processing fee box)

◉ Within India   ◯ Outside India

Courier Charges

Within India – 150/-

Outside India – 3,500/-

Processing Fee*

| If courier, Processing fee + Courier charge | Will be entered from the backend |

Processing fee – 500 for companies

-   100 for WES & Self

If "NO" is selected

Processing Fee*

| Only Processing Fee Rs. | Will be entered from the backend |

Rs. 500/- for Companies

Rs. 100/- for WES & Self

Upload Degree/ Diploma Certificate* Browse

Upload Consolidated Grade Sheet* Browse

Other details (if any)

| Manually entered by the applicant |

Captcha*

    Xx+xx

<div style="border:1px solid black; display:inline-block; padding:20px 200px;">**Enter Answer**</div>

<div style="background:#4472C4; display:inline-block; padding:15px 30px;">**Pay Now**</div>

Two PGs to be integrated (ICICI & Kodak)

Note:

1. **After successful payment the online acknowledge receipt should go to the candidate's/ applicant's email.**

2. **After successful payment, the filled in information, the uploaded certificates (Degree/diploma certificate & consolidated grade sheet) and payment details should go to the concerned department as follows:**

S.No	Programme	Email id	Contact Number
1	PGPM	pgpoffice@iimtrichy.ac.in	+91-431-250 5030
2	PGPM-HR	pgpm-hroffice@iimtrichy.ac.in	+91-431-250 5070
3	DPM & E-DPM	dproffice@iimtrichy.ac.in	+91-431-250 5039
4	PGPBM	pgpbmoffice@iimtrichy.ac.in	+91-44 2225 5565
5	EEC	eec@iimtrichy.ac.in	+91-431-250 5025

3. **It should be available at the backend as well.**

    Note: After the development of the form, the institute may request the vendor to make a necessary changes (if needed) during the first round testing.